



# **Much Wenlock Town Council**

## **Full Council Meeting**

**6<sup>th</sup> April 2023**

## **Supporting Papers**

# MUCH WENLOCK TOWN COUNCIL

## Minutes of the TOWN COUNCIL MEETING held at The Guildhall, Much Wenlock at 7 pm on Thursday, 2<sup>nd</sup> March 2023

**Present:** Councillors William Benbow, Susan Crooke-Williams, David Fenwick, Wilfred Grainger, John O'Dowd, Marcus Themans, Daniel Thomas, Christian Toon, Chris Tyler, Linda West, Duncan White (in the chair).

**In attendance:** Trudi Barrett – Town Clerk, one member of the public in person and two remotely.

### 1. Chairman's Welcome

The Mayor welcomed everyone to the meeting and presented the following report:

Since we last met at Full Council it has been a busy time. We have started on our journey to begin pulling together our Strategic Plan Document for the forthcoming years.

Amongst the numerous meetings, including the HR committee, we have also commenced preparation meetings for the upcoming Coronation town celebrations on Sunday, 7th May - "Picnic on the Green". This is being held during the afternoon on the church green where we are hoping that residents will come together to mark this momentous day with entertainment and a town social gathering. The High Street, Wilmore Street and Barrow Street will be closed for the day so that families can move around safely.

A committee has also had a further meeting with the team from Greenwood Projects, who are making progress with our applications for funding to future-proof our beautiful Guildhall.

This month the Gaskell Management Committee, in a joint project with the Wenlock Olympians, planted an oak tree in the Gaskell, which will be registered as part of the Queen's Green Canopy project. The Oak was grown from an acorn from the "Coubertin" oak already in the park. Also we have the new addition of some beautiful iron gates at the entrance to the park to replace the old wooden ones. They look spectacular and greatly improve the entrance to our park. My thanks to everyone who made these things happen.

I have attended the AGM of the Windmill Trust, who we are working with to register Windmill Hill as Local Nature Reserve. I have joined the committee to forge a link between the Council and the Trustees. I will seek to formalise this with a permanent position on the committee for a representative of the Council as a way of looking to the future with the upkeep and maintenance of the hill and, hopefully, in the future, a nature reserve status.

### 2. Apologies for Absence

None – all Members were present.

### 3. Disclosure of Pecuniary Interests

Members were reminded that they are required to leave the room during the discussion and voting on matters in which they have a disclosable pecuniary interest, whether or not the interest is entered in the register of members' interests maintained by the monitoring officer.

### 4. Dispensations

None requested.

### 5. Public Session

There had been no requests to speak.

### 6. Policing

The local policing team had sent apologies.

- a. Members noted with thanks the written police report provided.  
Concern was expressed about the continuation of drug taking by the railway line and the lack of action to address this. The matter would be raised with the local policing team at the next Council Surgery.
- b. **It was RESOLVED to retain the same policing priorities for the town for the next six months: theft (outbuildings), drugs and speeding.**

## 7. Shropshire Council Report

Shropshire Councillor, Daniel Thomas, presented the following report:

**Local Plan:** As all in this chamber are aware, the Planning Inspectors have concluded the Council has met its legal Duty to Cooperate with adjoining authorities such as the Black Country. As many of you will be aware from following the hearing sessions, this was a major source of objection.

One takeaway from this is the Council will be able to proceed to the Stage 2 hearing sessions and continue to work towards the adoption of the Plan. However, the other takeaway is that there is some serious work required which, whilst common in these circumstances, is less than ideal. The Inspectors have highlighted a number of areas before Shropshire Council can confidently set out the timeframe for the Stage 2 sessions. Whilst officers assess the Inspectors requirements in detail and set a timeframe for a response, the Examination will be on 'pause'.

From Shropshire Council's point of view, every effort will be made to meet this work promptly and get to the Stage 2 hearing session on sites as soon as possible. From the Town Council's point of view, the picture has changed since we last looked at reviewing the Neighbourhood Plan, which is on our agenda tonight.

**Traffic Survey:** The survey looking at the Gaskell Arms Junction is continuing and at the request of myself and Councillors, has been expanded to look at rat running through the town. Licence plate recognition cameras were put up this week to examine further where the traffic is coming from, looking in detail at Sheinton Street, King Street and St Mary's Road. The feasibility study is considering all options "from doing nothing, signing and lining; up to signalised option and a bypass", and I am hopeful it won't be long before we get the reports. A further meeting is scheduled for the end of the month.

**Electric Cabling on the High Street:** On 15<sup>th</sup> February I had a meeting with Shropshire Council officers and the National Grid to look at the High Street electricity network as they need new cabling to go down the High Street after the fault which occurred three months ago near to Man's World. The cabling is damaged and a short term fix was made which means the road needs digging up to fix the problem longer term and upgrade the cabling. There will need to be a road closure for up to six weeks, although pedestrian access will be maintained at all times. Any faults we get will result in an unplanned, emergency road closure for up to six weeks so waiting until October to avoid peak tourist season could be a mistake. It's important to note the new cabling will increase the capacity, which is needed. This item is on the agenda so I won't say more now.

**Surgery:** The next Council surgery will be held on Saturday, 11th March, between 10.30 am and 12 noon at the museum. No appointment is necessary. I'll be joined by Town Cllr Marcus Themans and a representative from the Police.

## 8. Minutes

- a. **It was RESOLVED to approve and adopt the corrected minutes of the Town Council meeting held on 2<sup>nd</sup> February 2023.**
- b. **It was RESOLVED to adopt the minutes of the Planning & Environment Committee meeting held on 3<sup>rd</sup> January 2023.**
- c. **It was RESOLVED to adopt the minutes of the HR Committee meeting held on 22<sup>nd</sup> November 2022.**

## 9. Town Clerk's Report

Members noted the written and verbal report from the Town Clerk on outstanding matters and action taken since the last Council meeting. It was noted that whilst the Council would be able to claim back VAT on the viability study for the Guildhall, more detail on other elements of the Guildhall project was required to clarify further VAT implications.

## 10. Nominations for Mayor 2023/2024

Councillor Daniel Thomas proposed the nomination of Councillor David Fenwick as Mayor. The proposal was seconded by Councillor Linda West.

**It was unanimously RESOLVED to nominate Councillor David Fenwick as Mayor for the civic year May 2023 to May 2024.**

## 11. Nominations for Deputy Mayor 2023/2024

Councillor Wilfred Grainger proposed the nomination of Councillor Marcus Themans as Deputy Mayor. Councillor Themans had the longest tenure on the Council and demonstrable leadership on the Gaskell Committee, dealing with a range of stakeholders. He played an active part in the Finance Committee and would be a capable support for the Mayor. The proposal was seconded by Councillor Christian Toon.

**It was unanimously RESOLVED to nominate Councillor Marcus Themans as Deputy Mayor for the civic year May 2023 to May 2024.**

## **12. The Guildhall Renovation**

A further meeting had been held with Greenwood Projects and matters were progressing well. A draft application to the National Lottery Heritage Fund had been prepared to seek additional funding towards the viability study. The application needed some refinement but the Council was in a strong position to submit the application once approved. The next meeting was scheduled for April. The viability study was the first step in the process; views would be gathered from stakeholders and the community and the study would look at all options for the renovation and operation of the Guildhall to future proof it. It was planned to carry out the viability study over the summer and the timeline for the project would be circulated for the information of all Councillors.

## **13. Draft Shropshire Local Plan Review 2016 - 2038**

Members noted a report on recent developments with regard to the Examination in Public of the Draft Shropshire Local Plan. The Inspectors had indicated that the Examination would proceed, but had found the development strategy set out in the Local Plan to be unsound and had requested that Shropshire Council review, update and answer the questions raised. Only when this work had been completed, would the Inspectors proceed to Stage 2 of the Examination, site assessments. A timescale for response was awaited from Shropshire Council but there was likely to be a delay of up to a year before moving to Stage 2.

## **14. Much Wenlock Neighbourhood Development Plan**

The Planning & Environment Committee had resolved to recommend to full Council that a Steering Committee be formed to review the Neighbourhood Development Plan.

There had been a degree of criticism of the Committee from some members of the public that this had not been initiated sooner. The Committee believed that now Stage 1 of the Local Plan examination had concluded, it was appropriate to begin to review the Neighbourhood Plan. The Neighbourhood Plan period would end in 2026. It was noted that changes to the National Planning Policy Framework (NPPF) proposed by Government, strengthened the emphasis on Neighbourhood Plans being reviewed every five years to be effective.

It was requested that Shropshire Council be asked to clarify their understanding of the purpose and expectations of a Neighbourhood Plan.

It was noted that the Neighbourhood Plan would need to be supportive of the draft Local Plan and that this would bring challenges during the process of review. However, the proposed changes to the NPPF would give increased weight to some Neighbourhood Plan policies. Several matters would need to be incorporated into the plan, such as consideration of developments of chalets and static homes in the area.

For the time being, it would be necessary to work on the basis of the current version of the Local Plan and to address any changes to the Local Plan in due course, carrying out a further review of the Neighbourhood Plan at a later date, if necessary.

**It was RESOLVED to set up a steering group to begin a review of the Much Wenlock Neighbourhood Plan.**

Members of the Planning & Environment Committee would consider the composition of the steering group at their next meeting and make a recommendation to the April full Council meeting.

## **15. Parking Proposals**

Members received an update on consultation on the parking proposals for Much Wenlock. Amendments had been made to the previous version of the map, which was expected to be available in the next couple of days. Consultation dates had yet to be announced. It was expected that a public drop-in session would be arranged with Shropshire Council officers and the Shropshire Councillor. It was important that the Town Council was also represented.

## **16. High Street Road Closure**

Members noted that a road closure would be necessary in the High Street for up to six weeks for the installation of new cabling for the electricity network. If the necessary work was not carried out, it was likely that the system would fail, leaving High Street shops and residents with no electricity. Emergency work would then need to be carried out with an unplanned road closure.

Members considered the temporary loss of parking in the High Street and how this might be addressed. It was suggested that Shropshire Council be asked to offer free parking in St Mary's car park for up to 40 minutes (to match the free High Street parking) for the duration of the road closure. It was noted that such arrangements would only be possible if the closure were planned. Shropshire Councillor Daniel Thomas had been asked to seek views from the traders and Town Council and report back to Shropshire Council and National Grid. Members concurred that it was essential to plan the work for an early date.

Members were advised that it was possible to apply directly to National Grid for compensation for the disruption, but this was a difficult procedure. It was suggested that Shropshire Council could provide temporary free parking and obtain compensation for the loss of income from the car park, as this provision would benefit traders indirectly. The inconvenience for residents should also be considered.

It was noted that no alternative dates were available for the scheduled 'Made in Shropshire' markets, which would need to be cancelled if a road closure was in place.

**It was RESOLVED to request that the electrical work be undertaken immediately after the first 'Made in Shropshire' market on 15<sup>th</sup> April 2023 and to request that Shropshire Council offer free parking in St Mary's car park for at least 40 minutes, with provision of relevant signage to indicate this.**

The Clerk was asked to formally email Shropshire Councillor Daniel Thomas with the resolution.

Members noted that a road closure on the above dates would mean that the High Street would be closed during the Coronation celebrations in May, however, this would not impact directly on the event planned for the Church green.

### **17. Bourton Road Speed Monitoring**

Members noted an update on speed monitoring and enforcement on Bourton Road. The West Mercia Police Road Safety team had identified a location on the public highway which could be used by a motorcycle enforcement officer. The site had been risk assessed and it was hoped to have the location operational as a Community Concern site sometime in March. Speed monitoring would be undertaken regularly at this site as well as on Farley Road, Stretton Road and Bridgnorth Road and drivers exceeding the speed limit would be prosecuted. Councillor Toon had shared this information with residents of Bourton Road who had thanked the Council for persevering and welcomed the positive news.

### **18. 20's Plenty**

- a. Members considered a recommendation from the Planning & Environment Committee that the Town Council resolve to support the '20's Plenty' campaign for Much Wenlock and Shropshire.

**It was RESOLVED to support the '20's Plenty' campaign for Much Wenlock and Shropshire.**

- b. **It was RESOLVED to call on Shropshire Council to implement a 20mph speed limit on town centre roads in Much Wenlock.**
- c. Members considered the above two resolutions sufficient with regard to the '20's Plenty' campaign.

### **19. CCTV**

Members considered information concerning the possibility of upgrading the town's CCTV system. A proposal and quotation had been provided for an upgrade and extension of the Council's CCTV system, which gave an indication of requirements and costs. It was noted that further quotations would need to be obtained. However, there was no funding available from the Police & Crime Commissioner for the financial year 2023/24 and there was no Council budget for CCTV for the coming financial year.

Members queried the value for money of such an extensive system and thought that scaled back provision might be more appropriate. CCTV could act as a deterrent to crime.

It was agreed that Councillor Toon should review the specification to hand and seek other potential funding sources.

### **20. Coronation of His Majesty King Charles III**

Members noted progress with arrangements for marking the coronation of His Majesty King Charles III in Much Wenlock on Sunday, 7<sup>th</sup> May 2023. The working group had met twice so far. Road closures had been arranged for the High Street, Wilmore Street and Barrow Street from 10 am to 8 pm. A picnic on the green was proposed, in which all members of the community could participate. Some entertainment had already been offered as well as storytelling, background music and a choir. The Church was supportive and the WI had offered to provide refreshments.

### **21. Consultation**

Members considered a response to the following consultation:

Shropshire Council consultation on the draft Shropshire Destination Management Plan 2023 – 2025 – deadline for response 31<sup>st</sup> March 2023.

Members felt that the document focused specifically on formal attractions, not the enjoyment of casual visits to look around a town. The Guildhall should be added to the list of attractions. In his capacity as Shropshire Councillor, Councillor Thomas advised that the document was intended to set out what tourism should look like in Shropshire in general.

**It was RESOLVED to respond that the Town Council was supportive of the priorities outlined in the draft Shropshire Destination Management Plan and to request that Shropshire Council add in the Guildhall and consider the general ambience of towns, rather than just specific tourist attractions.**

## **22. Correspondence**

Members noted the following items, which had been circulated via email:

- a. SALC information bulletins and other information
- b. NALC newsletters and other information
- c. Press releases from Shropshire Council
- d. Rural Bulletins from the Rural Services Network
- e. Information from the RSN Rural Market Town Group
- f. Police Neighbourhood Matters alerts
- g. Healthwatch Shropshire Press Release on Local Patient Experience report
- h. Notification of Cost of Living Crisis in Shropshire Q&A Session on 14<sup>th</sup> February
- i. VCSA Newsletter, 6<sup>th</sup> February 2023
- j. Details of 'Food for Thought' presentation: How to drugs get into Broseley (and similar small towns) and how do we stop them? on 20<sup>th</sup> February 2023
- k. Neighbourhood Watch newsletter 'Our News' for February 2023
- l. Details of South Shropshire Youth Network Conference on 24<sup>th</sup> June 2023.

## **23. Agenda items for next Town Council meeting**

Members were invited to suggest items for inclusion on the agenda for the next meeting:

Coronation celebrations  
Neighbourhood Plan Steering Group

## **24. Date of next meeting**

Members noted that the next meeting would be held at 7.00pm on Thursday, 6<sup>th</sup> April 2023 at the Guildhall.

## **Public Bodies (Admission to Meetings) Act 1960**

Pursuant to Section 1(2) of the above Act it was **RESOLVED** that, due to the confidential nature of the business to be transacted, the public and press should not be present.

## **25. 2 Burgage Way**

Members noted an update on the sale of 2 Burgage Way.

## **26. Correspondence**

Members considered further correspondence received from a member of the public.

**It was RESOLVED that the Council's stance remained unchanged.**

The meeting closed at 9.00 pm.

Signed ..... Town Mayor      Date .....

# MUCH WENLOCK TOWN COUNCIL

Minutes of a **Planning & Environment Committee meeting**  
held at 7.00 pm on Tuesday, 31<sup>st</sup> January 2023 at the Guildhall, Much Wenlock

**Present:** Councillors David Fenwick (in the chair), Wilf Grainger, Daniel Thomas, Christian Toon, Chris Tyler and Linda West

**In attendance:** Trudi Barrett – Town Clerk, several members of the public

## 1. Apologies

Cllr William Benbow – training course.

## 2. Disclosure of Pecuniary Interests

Members were reminded that they are required to leave the room during the discussion and voting on matters in which they have a disclosable pecuniary interest, whether or not the interest is entered in the Register of Members' Interests maintained by the Monitoring Officer.

## 3. Dispensations

None requested.

## 4. Public Session

There were no requests to speak at this point.

Due to the late arrival of the speaker on '20's Plenty', agenda item 6 was taken next.

## 5. Minutes

**It was RESOLVED that the minutes of the Planning & Environment Committee meeting held on 3<sup>rd</sup> January 2023 be APPROVED and signed as a true record.**

## 6. '20's Plenty'

The Chair welcomed a representative from '20's Plenty', who provided information on the Shropshire-wide 20mph speed campaign.

It was explained that '20's Plenty' was a campaign for a default 20mph speed limit in residential areas, rather than 30mph. Nine town councils in Shropshire had committed to support the campaign so far. The benefits of the lower speed limit included:

- An improvement in road safety and a reduction in road casualties
- A healthier environment, leading to more walking and cycling and a reduction in pollution
- Improved community life, with a fairer share of public space for pedestrians, cyclists, mobility scooters, prams and horses, and less traffic congestion
- A reduction in carbon emissions, reducing the impact on the climate

In response to questions, the speaker advised that it had been found that, in terms of highways measures, signage was generally sufficient when introducing the lower speed limit, and that speed humps, etc. were not necessary. A sign at the entrance to a town indicating a 20mph speed limit throughout the town gave a clear message. If local residents drove at 20mph, this encouraged visitors to do the same. A statutory speed limit of 20mph should be enforced by the police in the same way as higher speed limits. If a 20mph speed limit were introduced, the highways authority, Shropshire Council, would decide whether the lower speed limit would apply to all roads in a town or would exclude through routes.

Should the Town Council decide to support the campaign, this could be done by joining '20's Plenty for Us', writing to Shropshire Council and lobbying the local MP and the Secretary of State for Transport.

**It was RESOLVED that members of the Planning & Environment Committee supported the 20's Plenty campaign and would recommend to full Council that the Town Council support the campaign for Much Wenlock.**

## 7. Planning Applications

Members considered a response to the following planning applications:

22/05631/FUL Proposed Holiday Let at Wood Lodge, Copse Hill Lane, Homer, Much Wenlock	Change of use to permit the annex to be used as a holiday let.  Members expressed concerns about highways safety and access to the property which was via a narrow track and off a blind bend. There was no reference to provision for parking in the application. It was noted that an application in 2019 specifically stated that the annex should not be used as a holiday let. Three neighbours had strongly objected to the application.  <b>It was RESOLVED to object on the grounds of highways safety, disturbance to neighbours and the conditions of the previous application in 2019 which stated specifically that the annex should not be let.</b>
23/00085/TPO 1 Farley Road, Much Wenlock	Side reduction of 1no. Sycamore (as per photos) protected by the Bridgnorth District Council (Farley Road, Much Wenlock) TPO 1995 (Ref. BR/TPO/95).  <b>It was RESOLVED no objection.</b>
23/00098/FUL Serendipity, Homer, Much Wenlock	Replacement roof and roof lantern, Installation of flue and timber cladding.  <b>It was RESOLVED no objection.</b>

## 8. Planning Decisions

**It was RESOLVED to note the following planning decisions:**

22/04512/FUL 8 Shrewsbury Road, Much Wenlock	Erection of two storey rear extension and a front porch <b>Decision: Grant Permission</b>
22/04321/FUL 16 Barrow Street, Much Wenlock	Removal of existing conservatory roof and replace with insulated 'guardian' solid roof. Roof style to match existing. <b>Decision: Grant Permission</b>
22/04955/FUL and 22/04956/LBC Bradley Farm, Farley, Much Wenlock	Repair, refurbishment and conversion of barns at Bradley Farm to provide holiday accommodation with enhanced accessibility for less able people and multi-generational use. Provision of meeting and communal eating space for use in connection with the accommodation and for letting on an independent basis. <b>Decision: Grant Permission</b>
22/04209/FUL Proposed Caravan Site SW Of Bourton Westwood Farm, Bourton Westwood, Much Wenlock	Change of use of land to accommodate 9No. seasonal caravan pitches including improvements to B4378 access (part retrospective) <b>Decision: Grant Permission</b>  It was noted that the Town Council had objected to this application with concerns about overdevelopment, access and lack of screening from the main road.
22/05262/LBC 16 Barrow Street, Much Wenlock	Removal of existing conservatory roof and replace with insulated 'guardian' solid roof. Roof style to match existing affecting a Grade II Listed Building <b>Decision: Grant Permission</b>

## 9. Draft Shropshire Local Plan Review 2016 - 2038

It was noted that the additional hearing on the Duty to Cooperate was held on 17<sup>th</sup> January 2023 and that this was the final consultation of Stage 1 of the Examination in Public. Inspectors had intended to publicise the outcome within two weeks but there had been no announcement to date.

It was noted that the Town Council needed to be ready for Stage 2 of the Examination and an early meeting with the Council's Associates was suggested.

## 10. Flooding Issues

- a. It was noted that the Chair of the Strategic Flood Working Group would be meeting Shropshire Council's Drainage and Flood Risk Manager the following week to discuss the practicalities of how the Town Council could help with the provision of Flood Sax in the town as well as other flooding issues.
- b. There were no other flooding matters.



# 11. Transport Working Group

- a. Members noted a report from the Transport Working Group. Councillors Chris Tyler and Linda West had attended a meeting of local councils in Harley regarding road safety on the A458 and Members noted the report of the meeting. In response to Councillor West's question regarding speed monitoring on private drives, the Traffic Management Advisor from West Mercia Police had responded that this was no problem, providing the householder had approved the monitoring and had public liability insurance. The Clerk would ask for this advice to be provided in writing. In 2021 a report had been prepared by Munslow Parish Council regarding speed awareness on the Morville to Craven Arms Road and a copy of the report had been obtained. This report had been submitted to Shropshire Council upon completion but there had been no outcome so far.

On 17<sup>th</sup> January Councillors Thomas and Tyler had met WSP to discuss the parking proposals for Much Wenlock and made some small alterations to the plans.

On 24<sup>th</sup> January Councillor Tyler had attended a meeting at Tasley Village Hall, expecting the subject of the meeting to be the housing development, Tasley Spring Village. However, the purpose of the meeting was discussion of a Neighbourhood Plan for Tasley and so there had been no opportunity to raise the issue of CIL money for Much Wenlock arising from the Tasley development.

- b. A meeting had taken place with WSP on 19<sup>th</sup> January to discuss the feasibility study for the Gaskell junction. Councillors Thomas and Tyler had attended, accompanied by Paul Hanafin, who was acting as expert advisor to Councillor Thomas as Shropshire Councillor.

# 12. Climate Change and Ecological/Nature Emergencies\*

Councillor Toon had prepared a draft environmental action plan for the Council which was currently with the Mayor and Clerk for comment.

# 13. Consultation\*

- a. It was noted that the Government was seeking views on its proposed approach to updating the National Planning Policy Framework as part of the Levelling Up Bill that was progressing through Parliament.
- b. Members considered a briefing note on the consultation prepared by Andrea Pellegram Ltd and forwarded by SALC.

Mrs O'Dowd, representing the Civic Society, was given the opportunity to speak on this item. Firstly, she reminded Councillors that the Civic Society was one of the Town Council's independent associates in relation to the Local Plan Review.

Mrs O'Dowd urged Councillors to engage properly with the consultation on changes to the National Planning Policy Framework, which included boosting the status of Neighbourhood Plans. She referenced the pledge from a number of Councillors elected in 2021 to support and review the Much Wenlock Neighbourhood Plan.

**It was RESOLVED that Councillors Benbow, Fenwick, Thomas and Tyler would prepare a response to the consultation, highlighting the Council's support for Neighbourhood Plans. The suggested response would be circulated to other Committee members for agreement before submission by the deadline of 2<sup>nd</sup> March.**

# 14. Street Lighting\*

# 15. Street Naming \*

# 16. Footpath/Bridleway Creation Orders\*

# 17. Footpath Diversion Orders\*

There was no update regarding the Atterley footpath diversion.

# 18. Road Closures\*

Members noted the following road closure:

Location: 16 Barrow Street, Much Wenlock  
Date/Time: 12<sup>th</sup> March 2023  
Purpose: Repairs to carriageway  
Agency: Balfour Beatty

# 19. Highways Matters \*

- a. The report from the meeting on road safety on the A458 had been considered under minute 11a.
- b. Members noted information provided by Shropshire Council's Service Development Programme Manager regarding a 20mph speed limit outside Much Wenlock Primary School. This school was not currently on the programme for the introduction of a 20mph speed limit.

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- c. The Clerk had relayed the comments made at the A458 road safety meeting regarding speed monitoring on private driveways to the local policing team. This was contrary to the advice previously provided to the local team.
- d. Members noted information regarding dog fouling in Dark Lane and were pleased to hear that a new dog waste bin was to be provided.
- e. **Advertising signage:** it was noted that there had been an increase in advertising signage placed on verges around the town. This was a planning enforcement matter and could be reported on FixMyStreet for removal of the signs by Shropshire Council. Councillor Toon offered to take photos of the signs to accompany the report.

**Meeting at Priory Car Park regarding anti-social behaviour:** Councillors David Fenwick and Chris Tyler had attended a meeting with PCSO Mal Goddard and representatives from English Heritage and the Priory to discuss how to address anti-social behaviour on the Priory car park. The local policing team would aim to visit the site more frequently but had requested photographic or other evidence of the problems. The possibility of CCTV in the area was discussed. English Heritage would need to approve any installation on their property, or it might be possible to attach a camera to a lamppost, if permission were obtained from the appropriate authority.

## 20. Tree Preservation Orders (TPOs)\*

## 21. Stopping Up Orders\*

## 22. Speed Limit Orders\*

## 23. Prohibition Orders\*

## 24. Date of next meeting

It was **NOTED** that the date of the next meeting would be Tuesday, 28<sup>th</sup> February 2023 at 7pm at the Corn Exchange, Much Wenlock.

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## PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960

Pursuant to Section 1(2) of the above Act and due to the confidential nature of the following business to be transacted it was **RESOLVED** that the public and press should not be present.

## 25. Planning Enforcement

- a. No enforcement matters had been notified.
- b. **It was RESOLVED to defer item 25b: To consider concerns about how Shropshire Council addresses enforcement matters.**

The meeting closed at 8.17 pm.

Signed.....(Chairman)

Date.....

12/22

# MUCH WENLOCK TOWN COUNCIL

Minutes of a  
**FINANCE & ASSET MANAGEMENT COMMITTEE**  
meeting held at the Corn Exchange, Much Wenlock  
at 7.00 pm on Tuesday, 24<sup>th</sup> January 2023

**Present:**

Cllrs. Susan Crooke-Williams, David Fenwick, John O'Dowd, Marcus Themans, Linda West, Duncan White (in the chair).

**In attendance:**

Trudi Barrett – Town Clerk, Diane Barlow – Responsible Financial Officer (RFO).

**1. Apologies**

None.

**2. Disclosure of pecuniary interests**

Members were reminded that they are required to leave the room during the discussion and voting on matters in which they have a disclosable pecuniary interest, whether or not the interest is entered in the Register of Members' Interests maintained by the Monitoring Officer.

**3. Dispensations**

None requested.

**4. Minutes**

It was **RESOLVED** that the minutes of the meeting of the Finance and Asset Management Committee held on 22<sup>nd</sup> November 2022 be **APPROVED** and signed as a true record.

**5. Town Clerk's report**

The Clerk provided a written and verbal report. It was **RESOLVED** that the Town Clerk's report be **NOTED**.

**6. Finance**

- a. The RFO presented a written and verbal report. She reported that the transitional rate review had now been completed by Shropshire Council. In previous years this had been a statutory scheme but from 2022/3 was not. Shropshire Council had confirmed that the rate relief was no longer applicable to precepting authorities and, therefore, that no discount would be applied to the Guildhall rates.

The internal audit had been undertaken by DM Payroll Services on 12<sup>th</sup> January and the audit had gone well.

Income to 31<sup>st</sup> December 2022 was £51,828 excluding precept, which was 29% above budget for the time of year. Expenditure for the same period was £194,881, which was 5.68% below budget for the time of year but the invoice for the library service was still awaited.

**Members noted the report.**

- b. Members noted the balance sheet as at 31<sup>st</sup> December 2022.
- c. Members noted the income and expenditure to 31<sup>st</sup> December 2022.
- d. Members reviewed the bank reconciliations to 31<sup>st</sup> December 2022. It was **RESOLVED** to approve the bank reconciliations to 31<sup>st</sup> December 2022.
- e. It was **RESOLVED** to approve payments from 23<sup>rd</sup> November 2022 to date.

**7. Interim Internal Audit**

Members reviewed the Interim Internal Audit report from the inspection carried out on 16<sup>th</sup> January 2023. All was in order and no action was required. Thanks were expressed to the RFO and Clerk.

Councillors requested that Officers consider the need and options for an additional bank account to manage risk associated with increased funds expected from the sale of 2 Burgage Way.

13/22

**8. Financial Risk Assessment**

Members reviewed the financial risk assessment and noted amendments.

**It was RESOLVED to approve the Council's Financial Risk Assessment, as amended.**

**9. Corn Exchange – Gate Brackets**

Members noted that a safety concern had been raised about the risk from disused gate brackets projecting from pillars at the front of the Corn Exchange.

**It was RESOLVED to remove the projecting gate brackets on the Corn Exchange, top and bottom, to file down any remaining metal and to retain the brackets removed, in accordance with the requirements of the Shropshire Council Conservation Officer.**

**10. The Guildhall Project – Renovation and Future Use**

- a. Members noted that repairs to the beam at the rear of the Guildhall had been carried out and that the contractors would return to infill the gaps to the render panel around the new beam with lime plaster.
- b. Members received a report on the meeting with Greenwood Projects held on 10<sup>th</sup> January 2023. The consultant had recommended seeking additional funding for the viability study from the National Heritage Lottery Fund. No work should begin on the feasibility study until all attempts to secure funding for the study had been completed. It was noted that each funder had its own rules relating to procurement and procedure and the Council would need to comply with these.

**11. Olympian Trail Interpretation Panels**

It was noted that the damaged Olympian Trail interpretation panel at the Gaskell corner had been; no design had been found on the underside. The Wenlock Olympian Society had offered to apply for a National Lottery Awards for All grant to provide funding for new interpretation panels and possibly other items, such as new leaflets.

**It was RESOLVED to support an application by the Wenlock Olympian Society to the National Lottery for grant funding to replace the Olympian Trail interpretation panels and provide other related items.**

**12. Date of next meeting**

It was noted that the next meeting of the Finance & Asset Management Committee would be held on Tuesday, 21<sup>st</sup> March 2023 at 7.00pm at The Corn Exchange.

**PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960**

Pursuant to Section 1(2) of the above Act it was PROPOSED, SECONDED and RESOLVED that, due to the confidential nature of the business to be transacted, the public and press should not be present.

**13. Pension Actuarial Valuation**

Members noted the Shropshire County Pension Fund Actuarial Valuation for the Town Council dated 31<sup>st</sup> March 2022 and the employer contribution requirements for the coming three years.

**14. 2 Burgage Way**

Members reviewed progress with the sale of 2 Burgage Way.

**15. 10 High Street**

Members noted that the contractor commissioned to undertake the refurbishment work at 10 High Street had withdrawn due to repeated difficulties associated with arranging access to the building. **It was RESOLVED to seek further quotations for the refurbishment work.**

**16. Legionella Monitoring**

Members considered quotations for regular legionella risk monitoring at the Guildhall.

**It was RESOLVED to accept the quotation from Graham for monthly legionella monitoring at the Guildhall.**

14/22

**17. St Mary's Toilets**

Members considered options and quotations to hand for reconfiguring the public toilets in St Mary's car park. Members highlighted the need to upgrade toilet facilities at both St Mary's and Queen Street, which might include reconfiguring the layout. Disabled toilet facilities should be provided in both locations.

**It was RESOLVED to investigate options for improving public toilet facilities at both St Mary's car park and Queen Street with the involvement of architects or builders, as appropriate.**

**18. Kingfisher Visitor Guide**

Members considered a quotation for an advertisement in the 2023 Kingfisher Visitor Guide. **It was RESOLVED not to place an advertisement in the 2023 Kingfisher Shropshire Guide.**

The meeting closed at 8.35 pm.

Signed.....  
Chairman

Date.....

## Actions from Town Council meetings

MONTH	MINUTE NUMBER	RESOLUTION	TASK COMPLETE	COMMENT
May 2021	22	Defer consideration of the Council's policies relating to data protection to a future meeting.	In progress	Privacy notice approved 12 <sup>th</sup> May 2022. Other policies to follow. Information obtained from Council's advisor.
June 2022	13	Continue to check the Local Plan EIP website for updates	Ongoing	
October 2022	6b	Mayor and Clerk to draft a procedure for making CCTV footage available to the police.	In progress	Information obtained from Shifnal Town Council.
March 2023	6b	Retain the same policing priorities for the town for the next six months.	Yes	Local policing team notified.
	14	Set up a steering group to begin a review of the Neighbourhood Plan.	In progress	On agenda for 6 <sup>th</sup> April.
	16	Request that electrical work in the High Street be undertaken after the first 'Made in Shropshire' market on 15 <sup>th</sup> April and that SC offer free parking in St Mary's car park for at least 40 minutes with provision of relevant signage.	Yes	Shropshire Cllr Dan Thomas notified in writing.
	18	Support the '20's Plenty' campaign for Much Wenlock & Shropshire and call on SC to implement a 20mph speed limit on town centre roads in Much Wenlock.	Yes	'20's Plenty' representative advised. Letter sent to SC.
	21	Respond to SC consultation on draft Shropshire Destination Management Plan.	Yes	Acknowledgement received.

## Other activities:

- Piece written for Wenlock Herald
- Meeting with Strategic Plan Working Group and follow up
- Liaison with Greenwood Projects regarding grant application
- Liaison re re-opening of Guildhall
- Visited HSBC pop-up session in library
- Attendance at Annual Town Meeting on 23<sup>rd</sup> March

Wednesday, March 29, 2023 at 2:28:10 PM British Summer Time

**Subject:** FW: Town and Parish Council Neighbourhood Fund - April 2023  
**Date:** Tuesday, 28 March 2023 at 17:16:37 British Summer Time  
**From:** Dianne Dorrell  
**CC:** Gary Evans  
**Attachments:** Total NF CIL collected 2012-2022 by parish.pdf, Neighbourhood Fund Requirements V8.pdf, Neighbourhood Fund - Annual Monitoring Form V3 011021.doc

**Forwarded to Local Councils, Shropshire on behalf of Shropshire Council**

Dear Town/Parish Councils,

As you know, the Community Infrastructure Levy (CIL) is paid by developers of new residential development and spent on infrastructure priorities necessary to support development identified through the Place Plans.

The Government supports a local focus to infrastructure delivery and has determined that a proportion of total CIL monies arising in an area should be provided directly to the relevant Town and Parish Council as a Neighbourhood Fund. The amount to be transferred to Town and Parish Councils is not straightforward and only applies to development where the CIL Liability Notice has been issued after 25<sup>th</sup> April 2013 (the date that the Neighbourhood Fund was introduced within the Amendment CIL Regulations (2013)).

However, in summary, where the Neighbourhood Fund applies to a development it represents:

- 25% of the total CIL liability where there is an adopted formal Neighbourhood Plan or Neighbourhood Development Order.
- 15% of the total CIL Liability where there is no adopted formal Neighbourhood Plan (capped at £100 per council tax paying dwelling).

Shropshire Council has agreed to make Neighbourhood Fund payments to Town and Parish Councils once a year in April, in order to coincide with precept payments. This year, it is anticipated any Neighbourhood Fund payments will be made on or around 24<sup>th</sup> April 2023. Those Town and Parish Councils that will receive Neighbourhood Fund payments in 2023 and the amount they will receive is identified in the table below:

Abdon and Heath Parish Council	£5,036.21
Alberbury with Cardeston Parish Council	£21.10
Albrighton Parish Council	£25,485.86
All Stretton, Smethcott and Woolstaston Parish Council	£1,041.43
Alveley and Romsley Parish Council	£909.80
Ashford Carbonell Parish Council	£7,773.19
Atcham Parish Council	£1,303.16
Barrow Parish Council	£509.13
Baschurch Parish Council	£63,836.80
Bayston Hill Parish Council	£2,625.99
Berrington Parish Council	£20,509.37
Bicton Parish Council	£18,354.91
Bishop's Castle Town Council	£517.50
Bomere Heath and District Parish Council	£8,810.35
Bridgnorth Town Council	£11,896.58
Bromfield Parish Council	£404.36
Broseley Town Council	£8,069.09
Childs Ercall Parish Council	£16,865.86

Chirbury with Brompton Parish Council	£1,435.18
Church Stretton Town Council	£6,848.50
Claverley Parish Council	£35,990.13
Cleobury Mortimer Parish Council	£4,093.60
Clun Parish Council	£2,965.74
Cockshutt-cum Petton Parish Council	£2,693.73
Condover Parish Council	£49,674.63
Craven Arms Town Council	£906.27
Diddlebury Parish Council	£5,731.99
Ditton Priors Parish Council	£16,145.41
Ellesmere Rural Parish Council	£14,368.00
Ellesmere Town Council	£28,855.76
Great Hanwood Parish Council	£1,646.14
Great Ness and Little Ness Parish Council	£6,106.61
Highley Parish Council	£1,340.40
Hinstock Parish Council	£1,909.29
Hodnet Parish Council	£18,563.41
Hopesay Parish Council	£10,259.59
Ightfield Parish Council	£11,893.59
Kinnerley Parish Council	£5,857.81
Llanyblodwel Parish Council	£2,381.69
Llanymynech and Pant Parish Council	£5,794.20
Longden Parish Council	£7,822.43
Loppington Parish Council	£498.00
Ludford Parish Council	£73,270.28
Ludlow Town Council	£21,653.02
Market Drayton Town Council	£30,096.12
Minsterley Parish Council	£1,206.49
Morville ActonRound AstonEyre M'hopton U.Cressett	£1,654.31
Much Wenlock Town Council	£3,732.28
Myddle and Broughton Parish Council	£1,954.41
Nash Parish Council	£195.64
Norton in Hales Parish Council	£15,205.73
Oswestry Rural Parish Council	£5,447.94
Oswestry Town Council	£8,902.54
Pontesbury Parish Council	£8,329.70
Prees Parish Council	£8,552.50
Richards Castle Parish Council	£1,734.69
Rushbury Parish Council	£2,708.41
Selattyn & Gobowen Parish Council	£58,850.05
Shawbury Parish Council	£6,328.62
Shifnal Town Council	£88,510.15
Shrewsbury Town Council	£322,593.07
St Martins Parish Council	£75,383.08
Stoke upon Tern Parish Council	£2,440.78
Sutton upon Tern Parish Council	£305.53
Uffington Parish Council	£1,410.00
Welshampton and Lyneal Parish Council	£9,079.65
Wem Town Council	£3,859.61
West Felton Parish Council	£10,003.98
Weston Rhyn Parish Council	£1,697.46
Wheathill Parish Council	£4,418.28



Whitchurch Rural Parish Council	£50,833.67
Whitchurch Town Council	£56,434.12
Whittington Parish Council	£94,716.23
Whixall Parish Council	£1,777.71
Woore Parish Council	£17,393.60
Worthen with Shelve Parish Council	£9,909.72

**Please Note: If your Town or Parish Council is not identified in the table above, there is no Neighbourhood Fund payable in 2023.**

Once a Town or Parish Council receives a Neighbourhood Fund payment, they are responsible for managing the use of these funds. Whilst the intention is that these funds can be used flexibly, the National CIL Regulations do state that the funds must be used to support development, by funding:

- (a) The provision, improvement, replacement, operation or maintenance of infrastructure; or
- (b) Anything else concerned with addressing the demands that development place on an area.

Town and Parish Councils are expected to work closely with the local community, Shropshire Council and any neighbouring Town or Parish Councils to agree how best to use their Neighbourhood Fund to support development. The Place Plans represent an ideal mechanism for these discussions as they:

- List and prioritise community infrastructure needs;
- Identify infrastructure requirements linked to new development;
- Specify forms of infrastructure most suited for delivery through the Neighbourhood Fund.

The attached Neighbourhood Fund: Notification of Requirements Form provides Town and Parish Councils with helpful guidance on using the Neighbourhood Fund. This form also includes an acknowledgement that the Town and Parish Council has received and understood this guidance and we would ask that **if you have not already completed a copy of this form in the past**, you should do so now.

We would also remind all Town/Parish Councils that have previously received a Neighbourhood Fund payment in 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021 or 2022 that in accordance with the National CIL Regulations (as amended) they are required to produce an annual report on funds received, spend, allocated or banked. In order to assist with this process, please find attached the Neighbourhood Fund – Annual Report, which provides a template for such a report. We would also ask that a copy of this report is returned to Shropshire Council for inclusion within the annual report on CIL collected and spend across Shropshire.

Both the Neighbourhood Fund: Notification of Requirements Form and the Neighbourhood Fund – Annual Report can be returned to Shropshire Council either by:

Email: [CIL@shropshire.gov.uk](mailto:CIL@shropshire.gov.uk)

Post: Shropshire Council – CIL Team, Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND

For information, please find attached a summary of all CIL Neighbourhood Fund collected by Town and Parish Council area between 1<sup>st</sup> January 2012 and 31<sup>st</sup> December 2022.

If you would prefer that any Neighbourhood Fund is held by Shropshire Council until April 2024, please notify the Shropshire Council CIL Team before 5:00pm on 11<sup>th</sup> April 2023 using the contact details above. If no request is received to retain any Neighbourhood Fund by this date, the relevant amount will be paid.

Kind regards,

Gary Evans  
CIL Policy Officer



<b>Town/Parish Council</b>	<b>Total Neighbourhood Fund raised since 01 January 2012- 31 December 2022</b>
Abdon and Heath Parish Council	£7,951.99
Acton Burnell Frodesley Pitchford Ruckley Langley	£20,512.02
Acton Scott Parish Meeting	£0.00
Adderley Parish Council	£4,292.27
Alberbury with Cardeston Parish Council	£11,001.79
Albrighton Parish Council	£54,910.75
All Stretton, Smethcott and Woolstaston PC	£1,420.20
Alveley and Romsley Parish Council	£30,853.13
Ashford Bowdler Parish Meeting	£0.00
Ashford Carbonell Parish Council	£7,773.19
Astley Abbots Parish Council	£1,484.10
Astley Parish Council	£0.00
Aston Botterell, Burwarton and Cleobury North	£0.00
Atcham Parish Council	£52,733.30
Badger Parish Council	£0.00
Barrow Parish Council	£1,655.69
Baschurch Parish Council	£317,852.32
Bayston Hill Parish Council	£54,395.51
Beckbury Parish Council	£0.00
Bedstone and Bucknell Parish Council	£0.00
Berrington Parish Council	£150,578.11
Bettws-y-Crwyn Parish Council	£0.00
Bicton Parish Council	£59,577.56
Billingsley Deuxhill Glazeley Middleton Scriven PC	£1,611.55
Bishop's Castle Town Council	£12,697.01
Bitterley Parish Council	£6,845.07
Bomere Heath and District Parish Council	£111,345.19
Boningale Parish Council	£113.30
Boraston Parish Meeting	£0.00
Bridgnorth Town Council	£59,482.01
Bromfield Parish Council	£404.36
Broseley Town Council	£118,894.40

Buildwas Parish Council	£8,208.43
Burford Parish Council	£1,737.32
Cardington Parish Council	£4,633.52
Caynham Parish Council	£11,265.82
Chelmarsh Parish Council	£8,411.27
Cheswardine Parish Council	£2,704.50
Chetton Parish Council	£1,449.74
Childs Ercall Parish Council	£31,224.04

Chirbury with Brompton Parish Council	£7,390.59
Church Preen, Hughley and Kenley Parish Council	£0.00
Church Pulverbatch Parish Council	£0.00
Church Stretton Town Council	£68,265.60
Claverley Parish Council	£65,754.49
Clee St Margaret Parish Council	£0.00
Cleobury Mortimer Parish Council	£38,416.23
Clive Parish Council	£2,691.31
Clun Parish Council	£11,429.45
Clunbury Parish Council	£1,411.28
Clungunford Parish Council	£1,999.09
Cockshutt-cum Petton Parish Council	£38,584.55
Condoover Parish Council	£160,645.84
Coreley Parish Council	£484.95
Cound Parish Council	£0.00
Craven Arms Town Council	£3,150.33
Cressage, Harley and Sheinton Parish Council	£8,667.43
Culmington Parish Council	£0.00
Diddlebury Parish Council	£34,335.92
Ditton Priors Parish Council	£18,704.43
Donington with Boscobel Parish Council	£38.00
Eardington Parish Council	£0.00
Easthope, Shipton and Stanton Long Parish Council	£0.00
Eaton-under-Heywood and Hope Bowdler PC	£4,306.65
Edgton Parish Meeting	£0.00
Ellesmere Rural Parish Council	£110,711.46
Ellesmere Town Council	£78,286.67
Farlow Parish Council	£2,516.41
Ford Parish Council	£2,401.50

Great Hanwood Parish Council	£73,428.17
Great Ness and Little Ness Parish Council	£198,344.43
Greete Parish Meeting	£0.00
Grinshill Parish Council	£0.00
Hadnall Parish Council	£111,141.74
Highley Parish Council	£49,454.07
Hinstock Parish Council	£163,034.53
Hodnet Parish Council	£30,117.00
Hope Bagot Parish Meeting	£0.00
Hopesay Parish Council	£14,586.81
Hopton Cangeford and Stoke St Milborough PC	£1,543.93
Hopton Castle Parish Meeting	£0.00
Hopton Wafers Parish Council	£18,893.04
Hordley Parish Council	£473.14
Ightfield Parish Council	£20,815.75
Kemberton Parish Council	£0.00

Kinlet Parish Council	£10,618.93
Kinnerley Parish Council	£50,130.78
Knockin Parish Council	£32,695.64
Leebotwood and Longnor Parish Council	£3,626.46
Leighton and Eaton Constantine Parish Council	£0.00
Llanfairwaterdine Parish Council	£0.00
Llanyblodwel Parish Council	£2,539.62
Llanymynech and Pant Parish Council	£73,339.80
Longden Parish Council	£33,471.66
Loppington Parish Council	£2,091.50
Ludford Parish Council	£94,053.95
Ludlow Town Council	£91,284.59
Lydbury North Parish Council	£2,933.53
Lydham and More Parish Meeting	£0.00
Mainstone with Colebatch Parish Council	£1,024.07
Market Drayton Town Council	£218,633.79
Melverley Parish Council	£657.39
Milson and Neen Sollars Parish Council	£0.00
Minsterley Parish Council	£32,862.93
Montford Parish Council	£40,925.80
Moreton Corbet & Lee Brockhurst Parish Council	£0.00

Moreton Saye Parish Council	£21,328.70
Morville ActonRound AstonEyre M'hopton U.Cressett	£14,264.81
Much Wenlock Town Council	£29,028.15
Munslow Parish Council	£2,668.33
Myddle and Broughton Parish Council	£59,426.09
Myndtown, Norbury, Ratlinghope and Wentnor PC	£6,579.13
Nash Parish Council	£195.64
Neen Savage Parish Council	£2,541.47
Neenton Parish Meeting	£0.00
Newcastle on Clun Parish Council	£0.00
Norton in Hales Parish Council	£137,059.11
Onibury Parish Council	£0.00
Oswestry Rural Parish Council	£179,618.53
Oswestry Town Council	£75,207.36
Pontesbury Parish Council	£156,405.81
Prees Parish Council	£92,917.44
Quatt Malvern Parish Council	£0.00
Richards Castle Parish Council	£3,830.63
Rushbury Parish Council	£3,731.40
Ruyton-XI-Towns Parish Council	£12,720.50
Ryton and Grindle Parish Council	£0.00
Selattyn & Gobowen Parish Council	£184,161.02
Shawbury Parish Council	£53,838.05
Sheriffhales Parish Council	£1,190.24
Shifnal Town Council	£1,059,732.49
Shrewsbury Town Council	£2,184,916.63
Sibdon Carwood Parish Meeting	£0.00
St Martins Parish Council	£130,694.49
Stanton Lacy Parish Council	£917.44
Stanton upon Hine Heath Parish Council	£532.73
Stockton Parish Council	£0.00
Stoke upon Tern Parish Council	£35,193.00
Stottesdon, Sidbury Parish Council	£1,941.01
Stowe Parish Meeting	£0.00
Sutton Maddock Parish Council	£0.00
Sutton upon Tern Parish Council	£13,945.39
Tasley Parish Council	£6,281.59
Tong Parish Council	£0.00

Uffington Parish Council	£12,575.68
Upton Magna Parish Council	£14,680.14
Welshampton and Lyneal Parish Council	£26,300.69
Wem Rural Parish Council	£10,384.27
Wem Town Council	£33,056.95
West Felton Parish Council	£114,105.63
Westbury Parish Council	£16,531.10
Weston Rhyn Parish Council	£63,851.28
Weston under Redcastle Parish Council	£0.00
Wheathill Parish Council	£4,418.28
Whitchurch Rural Parish Council	£150,622.39
Whitchurch Town Council	£349,072.06
Whittington Parish Council	£238,225.40
Whitton Parish Meeting	£0.00
Whixall Parish Council	£4,575.21
Wistanstow Parish Council	£4,267.47
Withington Parish Council	£0.00
Woore Parish Council	£81,006.11
Worfield and Rudge Parish Council	£448.33
Worthen with Shelve Parish Council	£33,471.83
Wroxeter and Uppington Parish Council	£4,732.99

Disclaimers:

1. CIL income 'collected' is money that has been received from liable schemes that have commenced
2. The CIL collected includes funding already allocated or spent on infrastructure projects
3. The Neighbourhood Fund specified includes funding previously provided to Town and Parish Councils
4. CIL funds collected may be subject to rounding
5. The CIL liability associated with certain Planning Applications may be subject to change

**Overview of how CIL monies are distributed in Shropshire:**

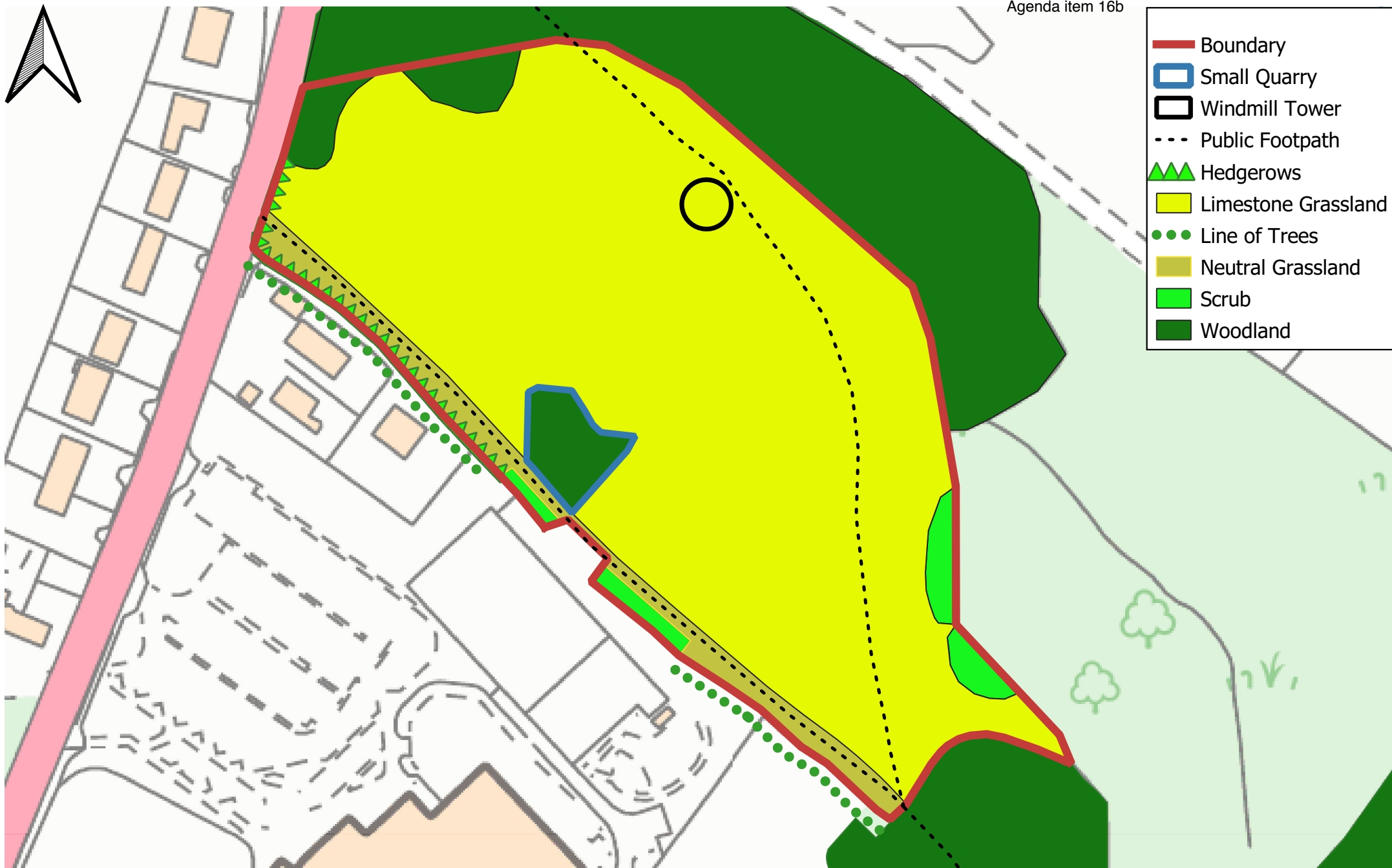
CIL Fund	Proportion of total fund	Responsible Party	Area of spend
Administrative fee	5%	Shropshire Council	Administrative expenses incurred during the implementation and enforcement of CIL.

Neighbourhood Fund	<ul style="list-style-type: none"> <li>- 25% where there is a Neighbourhood Plan or Neighbourhood Development Order.</li> <li>- 15% where there is not a Neighbourhood Plan (capped at £100 per council tax dwelling).</li> </ul>	Town and Parish Councils	Provided directly to the local Town/Parish Council to fund locally identified infrastructure projects. Please Note: The Neighbourhood Fund only applies to development where the CIL Liability Notice (usually issued shortly after approval of the Planning Application) has been issued on or after 25th April 2013.
<b>Of the remainder:</b>			
Strategic Infrastructure Funding	10%	Shropshire Council in conjunction with infrastructure providers	Strategic infrastructure priorities across Shropshire.
Local Infrastructure Funding	90%	Shropshire Council in conjunction with Town/Parish Councils	Local infrastructure priorities to meet the infrastructure needs in the area where development takes place, as identified by Town/Parish Councils within their Place Plans.

<b>Agenda Item No</b>	<b>Topic</b>	<b>Decision</b>
<b>3</b>	Minutes	<p><b>RESOLVED</b></p> <p>That the minutes of the meeting held on 8 March 2023 be confirmed as a correct record</p>
<b>7</b>	All Age Carers Strategy Review 2022 - 2027	<p><b>RESOLVED:</b></p> <p>That Cabinet agree the adoption of the All-Age Carers Strategy review 2022 – 2027 and endorse the core objectives of the strategy.</p>
<b>8</b>	Introducing a Charge for Events on the Highway Involving Temporary Traffic Regulation Orders	<p><b>RESOLVED:</b></p> <p>3.1 To approve a consultation exercise on the proposed charges set out in the Appendix</p> <p>3.2 To note that, following the consultation, the final policy will be presented to Cabinet for final approval</p>
<b>9</b>	Implementation of the Allocations Policy & Scheme: Transitional Arrangements	<p><b>RESOLVED:</b></p> <p>3.1 To approve the proposed transitional arrangements as set out in section 7 of the report.</p> <p>3.2. To give delegated authority to the Head of Service – Housing, Resettlement and Independent Living, in consultation with the Portfolio Holder for Growth, Regeneration and Housing, for all actions to facilitate the implementation of the revised allocations policy and scheme by the end of quarter 1 2023-24.</p>
<b>10</b>	Windmill Hill Local Nature Reserve Designation	<p><b>RESOLVED:</b></p> <p>That the Council delegates power to Much Wenlock Town Council to enable the designation of Windmill Hill as a Local Nature Reserve.</p>







### Nature conservation value

Windmill Hill is a Local Wildlife Site, one of 700 in Shropshire. The main habitat is limestone grassland with small patches of ash woodland and scrub.

Windmill Hill is shown as 'Lowland calcareous grassland priority habitat' on the official Multi-Agency Geographical Information for the Countryside website (MAGIC) (<https://magic.defra.gov.uk/>). The species-rich limestone grasslands can be described botanically as CG3 upright brome (*Bromus erectus*) grassland in the National Vegetation Classification (NVC) which is associated with chalk and limestone. Windmill Hill has one of the best limestone grasslands in Shropshire with 41 axiophytes (notable habitat indicator species of plant) recorded since 2000. The pyramidal orchids are one of the biggest populations in Shropshire.

The disused quarry at the foot of Windmill Hill is a Regionally Important Geological & Geomorphological Site (RIGS) (see RIGS 0817, [http://www.shropshiregeology.org.uk/RIGS/RIGS\\_view.html](http://www.shropshiregeology.org.uk/RIGS/RIGS_view.html)).

### Habitat management rationale

Windmill Hill will become overgrown without regular habitat management. Scrub and tree species will colonise and the grassland will become scrub within 10 to 20 years and young woodland in 20 to 30 years. The final stage of this process of natural colonisation and succession will be the ash woodland that is characteristic of the woodlands on limestone along Wenlock Edge.

### Countryside Stewardship agreement

Windmill Hill is covered by a Countryside Stewardship agreement (Higher Level and Entry Level) agreed with Natural England. This agreement specifies managing the grassland by grazing and/or cutting with targets for the abundance of notable plant species that are indicative of species-rich limestone grassland. The Management Plan 2023-2032 accords with this agreement.

### Woodland

Ash woodland with hazel, sycamore, field maple. No management required.

### Limestone grassland

High quality species-rich grassland particularly on the slopes where the soil is thinner. Cut the grasslands annually in late August and bale the hay and remove. After cutting, harrow with a spring-tine harrow on the hardest setting to remove dead grass and open up bare ground for colonisation by annuals and species such as yellow rattle that parasitises coarse grasses. Remove brambles, wild roses, hawthorn, blackthorn, tree and shrub species and treat cut stems with glyphosate herbicide. Remove overhanging tree and shrub branches around the edges of the grassland to allow the grass cutting, baling and harrowing machinery to get to the outer edges of the grassland.



### Scrub and hedges

Scrub (hawthorn, blackthorn, wild rose, brambles). Remove tree saplings to maintain the scrub habitat. Trim sides facing the grasslands early in the year to avoid berries on hawthorn and wild roses.

Hedge at western end (hazel). Trim top and sides annually.

Hedge along southern boundary: Trim as required.

### Neutral grassland

Cut the species-poor rough grassland on both sides of the public footpath at the foot of the slope at least once a year.

### Small quarry

Cut vegetation (grass, branches, brambles) can be placed in the small quarry to form habitats as they decompose but not within 3 m of the sides of the quarry that are an important geological feature.

### Fences, paths and benches

Maintain in good condition.

### Monitoring the grasslands

Monitoring of the populations of pyramidal orchids and common spotted orchids has been used as an indication of the changes to the grassland since 2018 when pony grazing was replaced by grass cutting. Monitor the orchids annually in late June/early July using a group of local residents each holding a knot in a piece of string knotted at 1.5 m intervals and walking over the entire grassland counting the orchids between each person. Monitor the condition of the grassland ideally at three year intervals using the appropriate methodology derived from the Common Standards Monitoring Guidance (Natural England). This was arranged in 2019 and for 2023 by expert botanists from the volunteer group that annually monitors the SWT nature reserves and certain notable Local Wildlife Sites. A formal survey of the grassland was undertaken in 2019 to determine the grassland communities according to the National Vegetation Classification and this should be repeated every decade. The results of the annual orchid counts, the three year grassland condition surveys and the ten year formal grassland survey will form part of the annual reviews of the Management Plan.

Orchid counts since 2018 (not 2020 due to Covid):

Pyramidal orchids: 1,227 (2018), 3,574 (2019), 4,030 (2021), 5,742 (2021). Common spotted orchids: 318 (2018), 197 (2019), 97 (2021), 198 (2022).

### Review of Management Plan

The Management Plan 2023-2032 will be reviewed annually by the Much Wenlock Windmill Trust and their ecological adviser, discussed at meetings with the Natural England adviser on Countryside Stewardship, and revised when required.

## Windmill Hill LNR Habitat Management Plan 2023-2032



**Much Wenlock**  
TOWN COUNCIL



**Shropshire**  
Wildlife Trust

Tuesday, March 28, 2023 at 4:13:06 PM British Summer Time

**Subject:** The Communities Prepared Shropshire and Telford & Wrekin Community Emergency Planning Programme

**Date:** Thursday, 16 March 2023 at 13:28:17 Greenwich Mean Time

**From:** Dianne Dorrell

**Attachments:** image001.jpg, image002.png, image006.png, image007.png

### To Town & Parish Councils, and Parish Meetings

#### CC: SALC Executive

Community Emergency Planning is becoming increasingly more important, whether for floods, pandemics, food & utility issues, or the next unexpected event. For emergency planning to be as effective as possible in keeping people, businesses, property and our environment safe it should be led at a local level, with the joined-up support of principal councils, the emergency services and other relevant agencies.

A programme is being run by Communities Prepared in collaboration with SALC, Shropshire Fire & Rescue Service, West Mercia Police and the Local Authorities to work with parish and town councils, and their communities, on developing an approach to community emergency planning which works for all concerned.

Three online workshop sessions will be held over the summer of 2023 for parish and town councillors, officers and interested members of the community who could most benefit from support in developing a plan for a parish or town. Once the plan is formed you will also get support and guidance in implementing it, so that we can all keep our communities safer from the range of emergencies we may all face.

To express interest in being involved in this programme please email: [alc@shropshire.gov.uk](mailto:alc@shropshire.gov.uk) . If you would respond by Friday 28 April, that would be much appreciated.

For more information on Communities Prepared see [communitiesprepared.org.uk](http://communitiesprepared.org.uk) – this programme of workshops is being fully funded by the National Lottery Community Fund at no cost to SALC or participants.

Kind regards

Dianne



**Dianne Dorrell, FInstAM Dip RSA CiLCA**

County Secretary  
Shropshire Association of Local Councils

Email: [dianne.dorrell@shropshire.gov.uk](mailto:dianne.dorrell@shropshire.gov.uk)  
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Shirehall, Shrewsbury, SY2 6ND  
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If this is a request for information under the Freedom of Information Act, or similar legislation, please submit your request using our online form, at [www.shropshire.gov.uk/access-to-information/request-general-information/](http://www.shropshire.gov.uk/access-to-information/request-general-information/)

Shropshire Council logo

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Please inform the sender of the error and then delete the original email.

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**Date:** Wednesday, 1 March 2023

**To:** <[townclerk@muchwenlock-tc.gov.uk](mailto:townclerk@muchwenlock-tc.gov.uk)>

**Cc:** Zero Hour Shropshire

**Subject:** Climate & Ecology Bill Motion at Much Wenlock Town Council

Dear Ms Barrett

I hope you are well.

I am writing to ask you for your help in presenting a motion at council concerning the Climate and Ecology Bill that is currently in Parliament.

This proposed legislation would create a legal commitment to follow the science on tackling the climate-nature crisis. The national Zero Hour campaign ([www.zerohour.uk](http://www.zerohour.uk)) is asking all councils to vote to show their support for this UK-wide legislation.

More than 200 councils across the UK nations have now voted to back the CE Bill including Shropshire Council.

We hope to bring as many councils on board as possible to give our local MP the mandate to advocate for this private member's bill in Westminster. Currently, over 160 MPs and Peers back the bill, with support from across the main parties.

The climate and nature crisis is not a party political issue. It's an exceptionally difficult challenge for any government, local or national, to face. Councils can play a vitally important role by showing national politicians that the public are ready for serious action to be taken.

Please refer to the following information and attachments:

- A [2 minute video explainer](#)
- [FAQs](#) for councillors considering supporting the CE Bill
- A [template council motion](#)

Every additional council adding its support makes a difference.

I would be very grateful if you would propose the template motion above to your council colleagues. If you require any further information please do get in touch with me.

Best wishes,

Zero Hour Shropshire

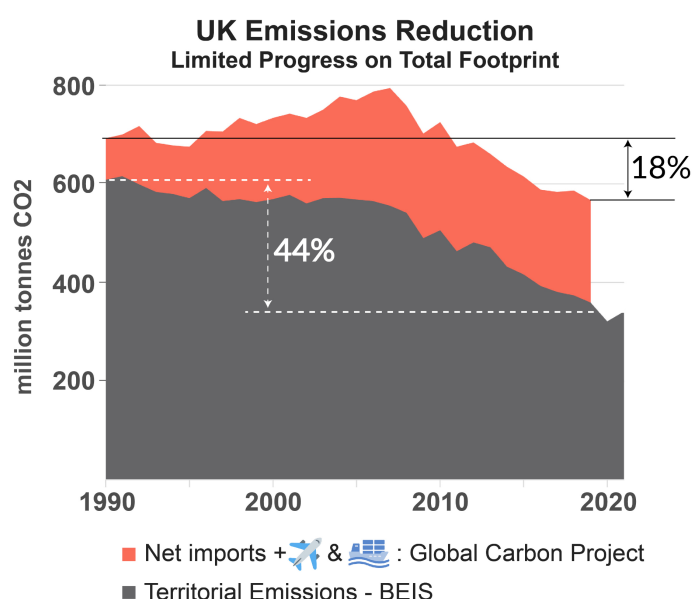
# Common FAQs from Councils considering the CE Bill

## 1. Is the UK really on track, with emissions down by nearly 50%?

Govt figures do show a 46% fall in UK territorial emissions. But this excludes emissions from international aviation and shipping, and from the manufacture of the products we import. And instead of falling, these have grown, and now account for a third of our entire carbon footprint. Aviation and shipping are now to be added but not until 2033.

Once we include these missing elements, our total carbon footprint fell by only 19% from 1990 to 2018. That's less than 1% per year.

The CE Bill would require us to take responsibility for all our emissions, wherever they occur. The good news is that recognising the carbon cost of imports will lead to policies that encourage manufacturing and jobs to return to the UK.



## 2. Isn't the CE Bill a central government issue - not for a local council?

- The UK's Climate Change Committee (CCC) recommends that '*Net-zero policy is embedded across all levels and departments of Government*'. It's important that local councils signal their readiness to play their vital part in the national effort to reach net zero. [Lord Deben, CCC Chair speaking](#) on why all local authorities must be intimately involved if we are to achieve our national target.
- Government is understandably concerned about losing public support if it takes the action needed to tackle the climate & nature crisis. Local councils have a vital role to play here, demonstrating to Government that the public is ready and wants to follow the science.

## 3. Doesn't the Government's forthcoming Environment Bill mean the CE Bill is not necessary?

The Environment Bill is a very necessary bill that tidies up loose ends as we leave the EU. But it has nothing to do with tackling the climate crisis, and does little to restore nature. It doesn't even mention CO2, bees, carbon, fossil fuels, aviation.

The CE Bill will use legally-binding annual targets to keep us on track with emissions reductions and nature restoration. In contrast, the Environment bill has much longer term targets - 15 years - making it easy to kick the can down the road. The CE Bill contains a requirement to follow the science whilst the Environment Bill leaves targets to the discretion of the Government of the day.

#### 4. Will the proposed Climate & Nature Assembly undermine our long established methods of democratic government?

Citizen's Assembly is a group of ordinary people, selected at random to ensure all viewpoints are represented. They receive expert input, discuss and make recommendations regarding a particular issue. Conducting this very public event will help bring people along with the changes needed. They will see others just like themselves playing a part in the decision making process.

Recent Citizens' Assemblies have helped governments navigate difficult policy areas to the general satisfaction of their citizens - e.g. the Irish assembly on abortion.

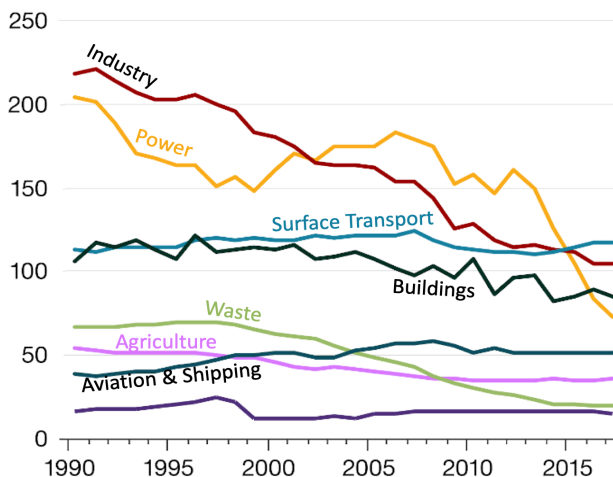
The UK Climate Assembly conducted by several Parliamentary committees in 2020 was considered very successful. See the [BBC iPlayer](#) documentary. Senior Conservatives Kwasi Kwarteng and Alok Sharma have spoken very favourably about it and about how such assemblies can provide a means to help the country navigate this period of significant change.

**Important** - whatever the Climate & Nature Assembly recommends, Parliament will always have the final say and be able to vote down any recommendation it wishes. **Parliament remains sovereign.**

We know that without something different, we will not achieve our targets. The evidence is in our failure to make any significant progress since the warning bells were first rung in the 1970's. In fact during that period emissions rose sharply. Note that progress in reducing national emissions so far has mostly been in the power and industry sectors with the tough challenges of decarbonising transport, housing and agriculture barely touched.

#### Progress reducing emissions in the UK has been imbalanced

Annual emissions, million tonnes of CO2 equivalent



Source: Climate Change Committee/BEIS (2019)

#### 5. We are happy to write privately to our MP, but are not keen on publicly asking for a change Government Policy. Can we exclude the requirement to notify the press of our support?

Yes. This is not an integral part of the pro-forma motion. The most important thing is to write to your MP and ensure they know that your parish backs the Bill and will support them if they too back it in Westminster.

## **Motion to Much Wenlock Town Council to support the Climate and Ecology Bill**

### **Preamble**

Humans have already caused irreversible climate change, the impacts of which are being felt in the UK and around the world. The global temperature has already increased by 1.2°C above pre-industrial levels, and the natural world has reached crisis point, with 28% of plants and animals threatened with extinction.

### **Climate change**

Unless we drastically change course, the world is set to exceed the Paris Agreement's 1.5°C limit. Pledges, such as the Paris Agreement and Glasgow Pact—and updated emissions targets—are not legally-binding. This gap between pledges and policy leaves the world on course for catastrophic warming of near 3°C.

Following the “now or never” Intergovernmental Panel on Climate Change (IPCC) report in April 2022, the UN Secretary General António Guterres stated that “we are on a fast track to climate disaster. This is not fiction or exaggeration. It is what science tells us will result from our current energy policies”.

In addition, the UK Government's *Net Zero Strategy* stated that “if we fail to limit global warming to 1.5°C, we risk reaching climatic tipping points, we could lose control of our climate for good”. The 1.5°C goal is ‘on life support’ and only ambitious action from national and sub-national authorities, civil society, the private sector and local communities will help us realise it.

### **Biodiversity loss**

The UK is one of the most nature-depleted countries in the world. More than one in seven of our plants and animals face extinction, and more than 40% are in decline. We therefore welcome the *Leaders' Pledge for Nature*, signed by the UK Government, which states that—if we fail to halt and reverse biodiversity loss by 2030—we increase the risk of further pandemics, rising global temperatures and loss of species. In order to achieve this, the UK needs a legally-enforceable nature target so that, by 2030, nature is visibly and measurably on the path of recovery—in line with the *Global Goal for Nature*.

Much Wenlock Town Council notes that:

The Climate and Ecology Bill—which has been introduced in the UK Parliament on several occasions since 2020—would require the development of a strategy to ensure that the UK's environmental response is in line with the latest science. The strategy would ensure that:

- the ecological crisis is tackled shoulder to shoulder with the climate crisis via a joined-up approach;
- the Paris Agreement aim is enshrined into law to ensure that the UK does its full and fair share to limit the global temperature rise to 1.5°C;
- we halt and reverse biodiversity loss by 2030 to ensure that the UK's ecosystems are protected and restored;
- the UK takes responsibility for its greenhouse gas footprint, including international aviation and shipping—and by accounting for consumption emissions related to the goods and services that are imported and consumed in the UK;



- the UK takes responsibility for its ecological footprint in order to better protect the health and resilience of ecosystems—including along domestic and global supply chains; and
- an independent, temporary Climate and Nature Assembly is set-up—representative of the UK population—to engage with the UK Parliament and UK Government to help develop the strategy. This would be set up on broadly similar lines to the Climate Assembly 2020 which was very successful and very well received on all sides of the political divide.

**Much Wenlock Town Council therefore resolves to:**

1. Support the Climate and Ecology Bill;
2. Write to Philip Dunne MP letting him know that the motion has been passed and urging him to sign up to support the Bill, or thanking him for already doing so; and
3. Write to Zero Hour, the organisers of the cross-party campaign for the Bill, expressing its support (campaign@zerohour.uk).

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Note for Councillors:

The Local Government Association sets out that part of a Councillor's role is "community leadership":

*Community leadership is at the heart of modern local government. Councils work in partnership with local communities and organisations—including the public, voluntary, community and private sectors—to develop a vision for their local area, working collaboratively to improve services and quality of life for citizens. Councillors have a lead role in this process.*

Local voluntary organisations, including supporters of Zero Hour and the CE Bill campaign, want to work collaboratively with Councils to improve the quality of life for citizens, that quality of life being threatened by the nature and climate challenges we face in the UK.

We suggest that speaking out in favour of the legal protections that the CE Bill offers is a crucial element of that leadership.

The Office for Environmental Protection, as the regulatory body set up to oversee and deliver the Environment Act, has stated clearly that existing UK environmental laws are failing to slow the damage to land, air and water—and that it is very concerned about the "precarious state" of our environment.

In such a context, we ask community leaders and Councillors across Local Authorities to address the seriousness of the situation and pass this motion.

# Shropshire Council

## Customer service centre opening hours

Period: 13 March 2023 - 23 April 2023

### What is this consultation about?

Shropshire Council's customer service centre handles telephone and other forms of contact from our customers for around 50 different council services. It's currently open from 8am to 6pm Monday to Friday and 9am to 1pm on Saturdays.

Some parts of our customer service centre handle complex issues for Shropshire's residents, things like adult social care, concerns for children, risk of homelessness or financial crises affecting families, and these types of contact from people will always need a skilled adviser and a telephone call to resolve them, but many other calls, to the more 'generalist' side, are for relatively simple things that could be done another way, particularly using online requests.

Since we last looked at these opening hours, the council's website offer has developed considerably, meaning that many people are now able to make simpler requests for council services at any time of the day or night, regardless of office hours.

We know also that making such requests online is a far more cost-effective way for us as a council to do things – it costs around £2.83 to handle a phone call, but an online transaction might cost just 15p, so doing more this way is much better for us as a council, especially when finances are difficult.

However we fully recognise that not everyone is able to go online, and that sometimes there's a need to speak to someone anyway for things to be able to progress, so this isn't a consultation about closing our customer service centre; it's about us trying to balance the hours that we need to be open to help people with these 'generalist' calls, with encouraging our customers to do more online so that we're handling service requests as efficiently as possible.

And there's one other advantage to encouraging more of our customers to do business with us online – it frees up time for our skilled advisers to concentrate on important preventative work for Shropshire residents and households who may be in need of additional support.

Throughout the difficulties of the Covid pandemic and its aftermath, and now into the cost of living crisis, the customer service centre has made tens of thousands of calls to Shropshire's residents to check that they're coping, that they're safe and either getting the help they need or know how and where to find it. This is work we'd like to do more of, and considering the availability of better online services we now seek to reduce the opening times of the customer services centre to free up staff time to concentrate on this important work.

The table below shows how the level of calls to these general service lines over the last four years.

Year ended	April 2018	April 2019	April 2020	April 2021	April 2022
Number of calls	200,462	193,952	177,846	213,026	178,302

### What do you need to do?

This document explains different options for new opening times for our generalist services together with the potential advantages and disadvantages of each, and we're inviting you to give us your views on these options. Please note that no formal decision has been made at this stage. The information we receive through this consultation will be used to inform the decision on our future opening times.

**Please complete the very short consultation form. You'll find it on the 'How to get involved' tab on this page.**

The potential impact of any changes on our customers has been assessed by completing an equality, social inclusion and health impact assessment. This is something that we complete to show that we've been fair when looking at the needs of customers, especially those who might be affected more by any changes.

You may find the information in our frequently asked questions section on this page useful.

### **What are we proposing?**

We're proposing changes to the times during which Customer Service Centre will take generalist calls from customers. The different options and the advantages and disadvantages of each are laid out below.

### **Is there a recommendation or a preferred proposal?**

Yes, we do have a preferred option and this is based on what we know about the pattern of phone calls we receive throughout the day, together with how much staff time we could free up in return for shorter opening hours so that we can make more outbound calls to people with support needs.

Our preferred proposal would be for our generalist lines to be open from 9am to 3pm Monday to Friday.

This is based on the fact that these opening times:

- Are regular and recognisable each day and therefore easier to remember
- Cover the majority of the working day and the most popular times when we know we receive most of our calls
- Still represent around 55% of our current opening hours, meaning that we can still help anyone who isn't able to do business online
- Would free up around 100 hours per week for our advisers to do preventative work for people with support needs

The survey questionnaire asks for your agreement, comments or otherwise on the different proposals, or if you wish to make any alternative suggestions.

The options to consider are listed below.

### **Option 1**

**Monday to Friday 9am to 3pm, closed Saturdays. Total opening hours per week: 30 (55.5% of current opening times)**

#### **Positives:**

- Uniform opening times more easily recognised by residents
- Few calls are received before 9am therefore minimal disruption to calls in the morning
- These opening times release up to 11 staff for two hours Monday to Thursday, plus ten staff for two hours on Friday, theoretically up to 108 staff hours to dedicate to preventative outbound calls in the afternoons

#### **Negatives:**

- Still relatively high numbers of calls currently received between 3pm and 5pm before they tail off, we would expect there to be a period of adjustment for residents during this adjustment where waiting times will be longer
- Doesn't address the higher call numbers at the start of a week, again a period of adjustment for residents
- No outbound calls envisaged prior to 9am

## **Option 2**

**Monday to Friday 10am to 4pm, closed Saturdays. Total opening hours per week: 30 (55.5% of current opening times)**

### **Positives:**

- Uniform opening times more easily recognised by residents
- Releases up to 11 staff for one hour a day Monday to Thursday and ten staff for one hour on Friday, theoretically up to 54 staff hours to dedicate to preventative outbound calls – (afternoons only)

### **Negatives:**

- Disruption to relatively high call numbers between 9am and 10am, risk that these calls may then present at 10am leading to long wait times in the morning
- Possible disruption for residents over a period of adjustment
- May be possible to make outbound calls prior to 10am but success rate and effectiveness is questionable
- Far fewer staff hours available each week to make preventative outbound calls

## **Option 3**

**Monday and Tuesday 9am to 3.30pm, Wednesday and Thursday 9am to 3pm, Friday 10am to 3pm. Total opening hours per week: 30 (55.5% of current opening times)**

### **Positives:**

- Slightly longer opening times Monday and Tuesday attempt to address higher call levels earlier in the week
- Releases up to 11 staff for 1.5 hours Monday and Tuesday, 11 staff for two hours Wednesday and Thursday, and ten staff for two hours on Fridays, theoretically 97 hours a week to dedicate to preventative outbound calls

### **Negatives:**

- Opening times may not be easy for residents to remember
- Still some possible disruption to calls attempted after 3/3:30pm meaning a period of adjustment for residents
- Outbound calls prior to 10am on the Friday is possible but success rate and effectiveness is questionable

## **Option 4**

**Monday and Tuesday 9am to 5pm, Wednesday to Friday 9am to 3pm. Total opening hours: 34 (63% of current opening hours)**

### **Positives:**

- Longer opening times on Monday and Tuesday address attempt to higher call volumes at the start of the week
- Minimal disruption to calls in the mornings
- Potentially easier opening pattern for residents to remember
- Releases up to 11 staff for two hours Wednesday and Thursday, and up to ten staff on Friday, theoretically 54 staff hours per week for outbound calls

### **Negatives:**

- Still some possible disruption to calls attempted after 3pm Wednesday to Friday
- Far fewer staff hours available each week to make outbound preventative calls. Possible bias towards transactional calls over outbound wellbeing calls
- Only able to make outbound calls later in the week