

**SHREWSBURY TOWN COUNCIL
FULL COUNCIL
DATE 16 MARCH 2026**

Officer: Helen Ball (Town Clerk)

SERVICE DELEGATION

Purpose of Report

To provide members with an update on progress since Council agreed to the Streetscene Services Delegation Transfer to the Town Council.

Background

Members will recall that at the January meeting of Full Council, a report was presented outlining the proposed transfer of Streetscene services from Shropshire Council to Shrewsbury Town Council. The report set out the rationale for bringing services locally under Town Council management, the proposed structure of the service, staffing arrangements, and an indicative implementation timetable.

Officers have been working to a number of recommendations from the January Policy & Resources Committee listed below:

- (i)** Shropshire Council's financial position be noted, including the declaration of a financial emergency, the application to Government for emergency financial support and the ongoing risk of a Section 114 notice, and the potential implications for the continuity of local services in Shrewsbury.
- (ii)** The outcomes and emerging themes from the public survey hosted on the Shrewsbury Town Council website seeking residents' views on protecting local services be noted.
- (iii)** There be an agreement in principle to the devolution of Street Cleaning services, including street sweeping, litter picking and bin collection, from Shropshire Council to Shrewsbury Town Council, subject to satisfactory implementation planning and budget provision.
- (iv)** The proposed implementation timetable to enable service commencement by 1 April be approved, including:
 - Setting the annual budget and precept at Full Council on 26 January; and
 - Monthly updates to the Policy & Resources Committee to maintain Member oversight during the transition period.
- (v)** Delegated authority to the Town Clerk, in consultation with the Leader of the Council be granted for the following:
 - Lead negotiations with the Leader and officers of Shropshire Council.
 - Develop and implement the detailed service transition plan.
 - Recruit staff and manage TUPE processes where applicable;

- Procure vehicles, plant, equipment and operational contracts;
- Negotiate and enter into the necessary legal agreements;
- Instruct and obtain specialist legal, HR and procurement advice; and
- Take all necessary operational decisions to ensure services are in place by 1 April.

(vi) The strengthening of organisational capacity be approved, including:

- Additional management and professional support;
- Increased customer services capacity;
- Short-term accommodation solutions where required;
- An overhaul of health and safety arrangements;
- Investment in CRM, reporting systems and operational infrastructure.

(vii) The following further work be undertaken by officers:

- Assess non-statutory services currently delivered in Shrewsbury by Shropshire Council;
- Evaluate the potential impact of service withdrawal in the event of a Section 114 notice; and
- Identify interim measures the Town Council may need to put in place during the next financial year.

(viii) The inclusion of budget provision or earmarked reserves be approved to enable the Town Council to respond swiftly to risks to other priority services not currently included within the Street Cleaning devolution proposals.

(ix) Further engagement with key stakeholders, including the Shrewsbury Business Improvement District and other partners, be agreed to develop a shared understanding of future service priorities and opportunities for collaborative delivery.

(x) The experience of other town councils, including Bridgwater Town Council be noted, and agree that learning from comparable authorities continues to inform Shrewsbury Town Council's approach to service devolution.

Progress

The Town Clerk has provided progress updates to both the Policy & Resources Committee (9th February 2026) and the Operations Committee (4th March 2026), ensuring that Members have remained informed as the project has moved through its key implementation stages.

Since the most recent committee updates, significant progress has been made and the project remains on schedule in line with the timetable presented in the original report.

Recruitment and Staffing

The Council has been running a number of recruitment exercises for posts relating to Streetscene Services and its back office functionality. These posts include:

- Streetscene Service Foreman
- Streetscene Operatives
- HGV Drivers to drive Roadsweepers
- Customer Services Officers
- HR Officer

Interviews for all posts have now been concluded successfully, with all posts filled. Officers have commenced the due diligence process of seeking references, Right to Work information and DBS checks. All operational staff should be in post by 1 April, ensuring the operational team is established ahead of the service launch.

In addition, the Deputy Town Clerk has met with all staff who will transfer to the Town Council under TUPE arrangements from the existing service provider. These meetings have provided an opportunity to discuss the transition process, outline the Town Council's approach to service delivery, and address any questions from staff regarding their future roles within the organisation. All have been provided with a Welcome Pack with the necessary staffing information for payroll, pensions etc.

Vehicles and Equipment

The procurement and delivery of operational vehicles is progressing as planned.

- Road sweepers are scheduled to arrive on 26 March, allowing time for inspection and preparation ahead of service commencement. A programme of training has been arranged with the Dawson Group in line with handover.
- Tipper vehicles will arrive shortly afterwards, completing the core fleet required for the service.

Service Systems and Waste Management

Arrangements relating to waste management have now been agreed with Shropshire Council to ensure continuity of disposal and processing arrangements once the service is operational.

In addition, Shropshire Council has been working with FixMyStreet to ensure that any issues reported through the platform which fall within the Town Council's Streetscene responsibilities are automatically forwarded to the Town Council. This will ensure that residents experience a seamless reporting process and will not need to submit duplicate reports to different authorities.

Operational Planning

Work is now focusing on the final operational preparations for the service. This includes:

- Developing staff rotas and operational deployment plans
- Finalising onboarding arrangements for new staff
- Preparing communications to inform residents and stakeholders about the new service and how it will operate

Summary

This has been a mammoth exercise involving not just the Senior Management Team but also most of the Admin Team in reaching such exacting goals within such a short space of time. This has however meant that some routine works has had to be stalled to prioritise this workload.

Staff should be commended for the positive attitude they have shown in making sure this service can transfer in such a short space of time.

Overall, the transfer of Streetscene services continues to progress in line with the plan and timetable outlined in the original report to Full Council. Key elements including recruitment, staff engagement, vehicle procurement, waste management arrangements, and system integration are now largely complete or nearing completion.

The focus over the coming weeks will be on final operational preparations to ensure the service is fully ready to commence as planned. Members will continue to receive updates as the service becomes operational.

RECOMMENDATIONS:

- (i) That the Report be noted