

CABINET

Decisions of the meeting of Cabinet held on Thursday 16 July 2026 at 10.00 am
In the Council Chamber, Third Floor, Southwater One, Telford, TF3 4JG

(PUBLISHED ON WEDNESDAY 22 July 2026)

(DEADLINE FOR CALL-IN: MONDAY 27 July 2026)

Agenda Item No	Topic	Decision
4	Best Start in Life Delivery Plan 2025/26 - 2027/28	<u>RESOLVED</u> that – the Telford & Wrekin Best Start in Life Plan 2026-2028, which has the aspiration that every five-year-old in the borough reaches their development potential be approved.
5	Better Buses in Telford & Wrekin - Update	<u>RESOLVED</u> – that: a) the continued improvements in bus travel and connectivity across Telford and Wrekin over the last two years be noted as follows: • The provision of six new bus routes, that have now completed 1million passenger trips; • £2 fare cap across the borough (£1 for under 19's) as part of the Council's wider commitment to provide cost of living support to our residents; • Infrastructure improvements including new bus shelters; • Improved journey experience through development of the 'Citymapper' app; • Introduction and expansion of the Travel Telford 'On Demand' bus network; and • The delivery of two electric buses. b) the continued investment in our bus network made possible by recent government funding, Council investment and user of developer funding to bring forward improvements be noted; c) delegated authority be granted to the Director: Neighbourhood & Enforcement

		Services, in consultation with the Cabinet Member for Jobs, Transport & Digital Connectivity to take necessary steps to continue to evolve the bus network in Telford and Wrekin. In doing so, ensure the evolution continues to be founded on resident and user feedback to ensure affordable, reliable and well connected bus services are bought forward; and d) delegated authority be granted to the Director: Policy & Governance to execute any legal documentation required to facilitate and implement the recommendations within this report.
6	Annual Customer Feedback report 2025/26	<u>RESOLVED</u> – that: a) the Customer Feedback Reports for 2025-26 in respect of Adult Statutory Complaints, Children’s Statutory Complaints and Corporate Customer Feedback and the Local Government and Social Care Ombudsman Review Letter 2026 be reviewed; b) the positive performance highlighted in this report, including the continued increase in positive feedback, reduction in the average time to respond to complaints, growth in mystery customer volunteers and being the first council in the UK to receive ServiceMark accreditation from the Institute of Customer Services for customer service excellence be noted; c) the commitment for all directorates of the Council to provide an excellent customer experience in line with the vision and aims set out in the Customer Strategy 2025-2030 be noted; and d) the findings of this report and the importance of robust open and transparent complaint handling and feedback processes that we have introduced for our residents be welcomed.