



Borough of Telford and Wrekin

Cabinet

Thursday 24 September 2026

10.00 am

Council Chamber, Third Floor, Southwater One, Telford, TF3 4JG

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Councillor L D Carter	Leader of the Council
Councillor C Healy	Deputy Leader and Cabinet Member: Neighbourhoods, Planning & Sustainability
Councillor P Davis	Cabinet Member: Strong Communities, Local Pride & Veterans
Councillor N A M England	Cabinet Member: Safer Streets and Better Housing
Councillor Z Hannington	Cabinet Member: Finance and Resident Services
Councillor A D McClements	Cabinet Member: Culture, Tourism & Leisure
Councillor K Middleton	Cabinet Member: Public Health and Unlocking Opportunities for All
Councillor O Vickers	Cabinet Member: Jobs, Transport & Digital Connectivity

Councillor S A W Reynolds Cabinet Member: Children, Young People, Education & Skills

Councillor P Watling Cabinet Member: Adult Care and Independent Living

Invitees

Councillor A J Eade Conservative

Councillor W L Tomlinson Liberal Democrat

	Agenda	Page
1.0	Apologies for Absence	
2.0	Declarations of Interest	
3.0	Minutes of the Previous Meeting To confirm the minutes of the previous meeting held on 24 September 2026.	3 - 8
4.0	Leader's Announcements To receive a verbal update from the Leader of the Council.	
5.0	Empty Homes Strategy 2026 - 2031 Cllr Nathan England - Cabinet Member: Safer Streets and Better Housing To approve the Empty Homes Strategy 2026 – 2031.	9 - 42
6.0	Telford & Wrekin Becoming Carbon Neutral and Climate Change Adaptation - update report Cllr Carolyn Healy - Deputy Leader and Cabinet Member: Neighbourhoods, Planning & Sustainability To receive an update on Climate Change Adaptation and the Council's progress to becoming carbon neutral by 2030.	43 - 92

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CABINET

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

Present: Councillors L D Carter (Chair), R A Overton (Vice-Chair), P Davis, Z Hannington, C Healy, A D McClements, K Middleton, S A W Reynolds, P Watling and O Vickers.

Also Present: Cllr A J Eade (Conservative Group Leader) and Cllr W L Tomlinson (Liberal Democrats Group Leader)

CAB-9 Declarations of Interest

None.

CAB-10 Minutes of the Previous Meeting

RESOLVED – that the minutes of the meeting held on 11 June 2026 be confirmed as a correct record and signed by the Chair.

CAB-11 Leader's Announcements

No announcements were made.

CAB-12 Best Start in Life Delivery Plan 2025/26 - 2027/28

The Cabinet Member: Children, Young People, Education & Skills presented the Best Start in Life Plan 2026-2028.

The Plan set out the Council's partnership ambition to ensure that every child in Telford & Wrekin had the best possible start in life and reached their development potential by the age of five. It built upon the Council's Children and Young People's Strategy, Health and Wellbeing Strategy and Child Friendly Borough commitments and reflected strong partnership working between the Council, NHS organisations, schools, early years providers, Family Hubs and voluntary and community sector organisations.

The report highlighted the importance of early intervention and supporting families through services such as Family Hubs, health visits, speech and language support and SEND provision. Progress already achieved included increased engagement with Family Hubs, expanded developmental health checks, targeted support for children with emerging needs, improved use of local data and successful speech and language initiatives.

The Plan included ambitious targets to improve the proportion of children achieving a Good Level of Development (GLD) by the end of Reception Year

and placed particular emphasis on reducing inequalities and improving outcomes for disadvantaged children.

Cabinet Members welcomed the report and highlighted the importance of early intervention, preventative services and partnership working in improving outcomes for children and families. Members emphasised the significance of supporting parents during a child's earliest years, reducing inequalities and ensuring that all children, particularly those facing disadvantage, had the opportunity to achieve their full potential. The Council's ongoing commitment to becoming a Child Friendly Borough and programmes such as 5 by 5 and 10 by 10 were recognised as important elements in helping children to thrive.

The Leader of the Conservative Group acknowledged the work undertaken through Family Hubs but noted that children in the Borough currently achieved lower than average Good Level of Development outcomes. He welcomed the Council's ambition to improve performance targets and sought clarification regarding delivery plans and future reporting arrangements to monitor ongoing progress.

The Leader of the Liberal Democrat Group welcomed the report and praised the support provided by Family Hubs and voluntary organisations. He reflected on the changing nature of family support networks for residents and their families and highlighted the valuable contribution made by community organisations in supporting parents and young families particularly at a time of need.

In response, the Cabinet Member: Children, Young People, Education & Skills highlighted the Council's long-standing commitment to early years support and noted that the Council had retained support services for families despite previous reductions in national funding. She emphasised that whilst targets were important, the Council remained committed to ensuring that every child had the opportunity to thrive. She confirmed that progress would continue to be monitored through the Council's existing governance and scrutiny arrangements.

RESOLVED 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.

CAB-13 Better Buses in Telford & Wrekin - Update

The Cabinet Member for Jobs, Transport & Digital Connectivity presented an update on the Better Buses programme.

The report outlined the significant improvements made to bus services across the Borough since 2022, including the introduction of six Travel Telford routes which had collectively carried more than one million passenger journeys. Passenger numbers had continued to grow, with a 21% increase in patronage since the network was refreshed in 2025.

The Cabinet Member highlighted the Council's commitment to affordable transport through the continuation and extension of the £2 adult and £1 under-19 fare cap across all bus services beginning and ending within the Borough. Additional investment had included new bus shelters, real-time passenger information, expansion of the Citymapper journey planning app, improvements to safety measures and the introduction of on-demand transport services.

Cabinet Members welcomed the report and recognised the positive impact that affordable and reliable public transport was having across the Borough. Members highlighted the role of improved bus services in supporting employment, education, healthcare access and tourism whilst helping to tackle social isolation, reduce transport costs and support environmental objectives.

Members also welcomed the success of the Work Express service and recognised the value of affordable fares in improving access to employment, education and essential services, particularly for residents without access to private transport. The continued investment in both urban and rural routes, together with the introduction of innovative services such as on-demand transport, was particularly welcomed. Members also commended improvements to transport links serving tourism destinations, including the Ironbridge Gorge and recognised the benefits of the park and ride and on-demand transport provision for both residents and visitors.

The Leader of the Conservative Group welcomed the report and noted that the Bus Service Improvement Plan had delivered a range of positive outcomes including improved routes, affordable fares and better infrastructure. He highlighted the importance of securing future funding once developer contributions came to an end.

The Leader of the Liberal Democrat Group welcomed the report and particularly praised the restoration of services to Shawburch, noting the importance of bus services to residents on lower incomes and those without access to private transport.

In response, the Cabinet Member for Jobs, Transport & Digital Connectivity thanked Members for their comments and reiterated the Council's commitment to further investment in bus services and public transport connectivity.

RESOLVED – 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 brought 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.

CAB-14 Annual Customer Feedback report 2025/26

The Cabinet Member for Finance and Resident Services presented the Annual Customer Feedback Report 2025/26.

The report provided an overview of customer feedback received across Council services, including corporate feedback, Adult Statutory Complaints, Children's Statutory Complaints and the Local Government and Social Care Ombudsman Annual Review.

The Cabinet Member highlighted the Council's achievement in becoming the first local authority in the United Kingdom to receive the Institute of Customer Service ServiceMark accreditation and noted continued improvements across a range of customer service indicators. Compliments had increased by 24% during the year, customer satisfaction within the Contact Centre stood at 96%, and average response times for corporate complaints had reduced to seven working days.

The report also demonstrated improvements in Adult Social Care and Children's Services complaint handling and confirmed 100% compliance with Ombudsman recommendations during the reporting period.

Cabinet Members welcomed the report and paid tribute to officers and frontline staff across the Council for their professionalism, dedication and commitment to customer service. Members recognised that customer feedback, including complaints provided valuable opportunities for learning,

service development and continuous improvement, and welcomed the Council's continued focus on using feedback to inform and improve services.

Members particularly noted the increase in compliments received and the Council's national recognition for customer service excellence. They highlighted the significant volume of customer interactions handled by the Council, noting that complaints represented only a small proportion of overall contacts and welcoming the commitment to maintaining a range of accessible contact channels for residents, recognising the importance of ensuring services remained available to those who may be digitally excluded.

Members further acknowledged the positive performance within Children's Services, including improvements in response times and the work of the Voice of the Child Team, recognising the value of both positive and negative feedback in supporting learning and service improvement. The report was welcomed as evidence of the Council's commitment to openness, transparency and the delivery of high-quality services for residents.

The Leader of the Liberal Democrat Group welcomed the report and praised officers for their diligence in responding to customer concerns. He highlighted the importance of maintaining telephone access for residents and suggested further improvements to automated customer contact systems.

In response, the Leader noted the pace at which technology continued to develop and highlighted ongoing work to improve customer contact systems and service accessibility.

RESOLVED – 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.**

The meeting ended at 11.04 am

Signed for the purposes of the Decision Notices

Anthea Lowe
Director: Policy & Governance

Signed _____

Date: Thursday 24 September 2026



Telford & Wrekin
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Protect, care and invest
to create a better borough

Borough of Telford and Wrekin

Cabinet

Thursday 24 September 2026

Empty Homes Strategy 2026 - 2031

Cabinet Member:	Cllr Nathan England - Cabinet Member: Safer Streets and Better Housing
Lead Director:	Katherine Kynaston - Director: Housing, Commercial & Customer Services
Service Area:	Housing, Commercial & Customer Services
Report Author:	Ravi Phull - Head of Housing Strategy & Regeneration
Officer Contact Details:	Tel: 01952 381731 Email: ravi.phull@telford.gov.uk
Wards Affected:	All Wards
Key Decision:	Key
Forward Plan:	Yes - 26 February 2026
Report considered by:	SMT - 25 August 2026 Business Briefing - 3 September 2026 Cabinet - 24 September 2026

1.0 Recommendations for decision/noting:

It is recommended that Cabinet:

- 1.1 Welcomes the success of the previous long term empty property strategy 2021 – 2026 which has seen 386 empty residential properties brought back into use exceeding the Strategy target, providing homes for over 900 residents* including supported and adapted homes enabling some of our most vulnerable to live independently in their communities and;
- 1.2 Approves the new Empty Homes Strategy 2026 – 2031 setting a new, increased target to bring 400 empty properties back into use
- 1.3 Agrees to receive an annual update of delivery against the new target .

2.0 Purpose of Report

- 2.1 Following the success of the previous Long Term Empty Property Strategy 2021 – 2026, this report seeks approval to adopt a new, refreshed Empty Homes Strategy 2026 – 2031.

3.0 Background

- 3.1 The Council's Housing Strategy sets out our commitment to work with partners and communities to ensure every resident has a safe and affordable home. It establishes 3 key objectives:

- To make the BEST use of our existing homes
- To support safe, clean, green, healthy, connected communities.
- To provide homes to support and empower our most vulnerable people.

- 3.2 In 2021 the Council published our existing Long Term Empty Property Strategy, setting a challenging target of bringing 375 long term empty properties back into use. We were one of a very small number of LA committing to a target recognising the challenges of addressing empty homes.

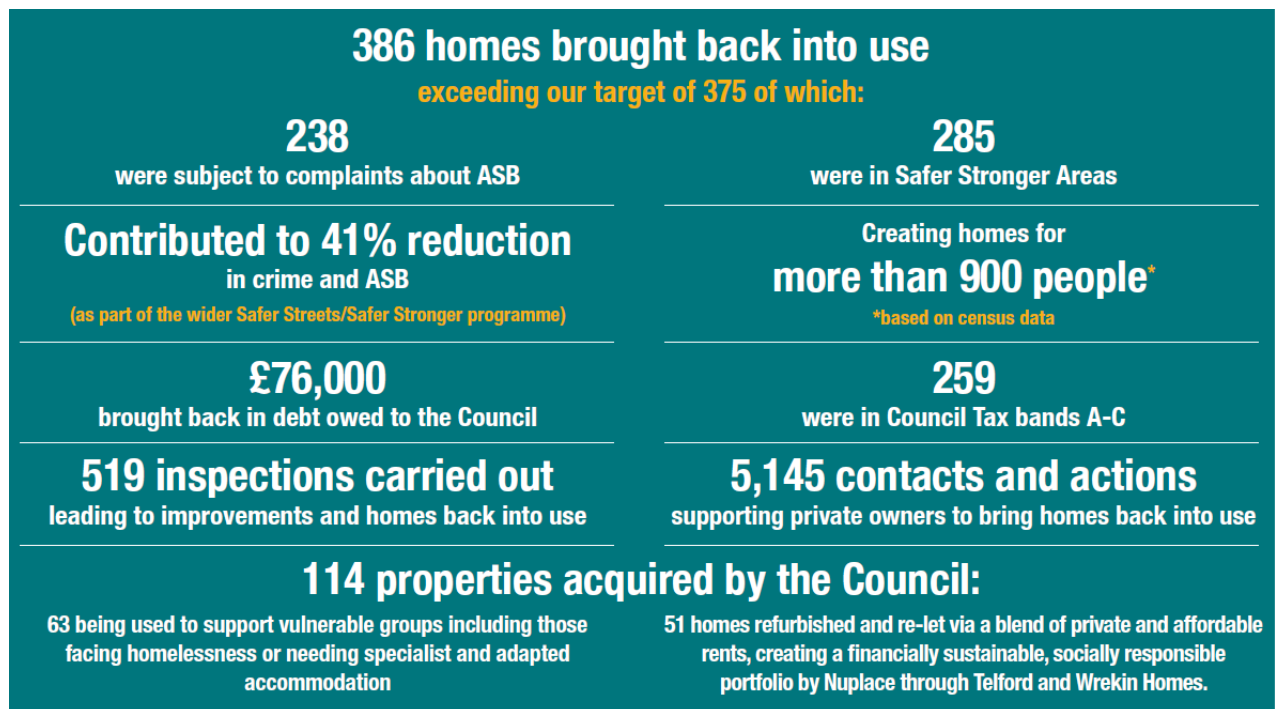
- 3.3 The Strategy recognised the negative environmental impacts that empty properties bring, such as the increased risk of fly tipping and anti-social behaviour but also that every unoccupied property is a wasted housing opportunity for our residents in need of affordable accommodation.

- 3.4 Between June 2021 and June 2026 we have brought 386 long term empty properties back into use exceeding our target. This has been achieved through a number of approaches including:

- Advice and support – working with owners to find bespoke solutions for their properties such as support with probate, family disputes, legal advice, owners gone into residential care etc
- Pre-Enforcement Action – where owners have not engaged with the council and where properties are attracting anti-social behaviour, we have served notices on owners
- Enforcement action – where pre-enforcement has not resolved matters, we have worked with Legal Services to seek court approval to enforce the sale of properties; an approach used by only a small number of local authorities nationally.
- Bespoke Acquisition – Nuplace and Telford & Wrekin Homes (TWH) have worked with Housing Plus Group particularly to return long-term empty or redundant homes to active use. 63 of these properties are being used to house vulnerable groups such as those facing homelessness or needing specialist and supported accommodation.

4.0 Impact of the Strategy

- 4.1 The table below demonstrates the impact of the work we have done and the new strategy contains a number of case studies:



- 4.2 We have taken a lead role regionally in sharing best practise with other local authorities.
- 4.3 We are part of a small number of local authorities nationally to take a robust stance on empty properties, pursuing them through the Courts to resolution.
- 4.4 Our proactive and innovative approach to transforming empty properties into specialist and supported accommodation, has resulted in better outcomes for vulnerable residents and cost savings, whilst removing neighbourhood blight and improving communities. These outcomes have received national recognition by the Local Government Chronicle our shortlisting from over 100 national entries for innovative housing solutions.

Case Study

Before



After



5.0 Summary of main proposals

- 5.1 Despite the success of the previous strategy rising house prices, the cost-of-living pressures and energy costs are contributing to longer periods of vacancy, with properties remaining on the market for longer than in 2021, and a national picture that is seeing more empty properties in our neighbourhoods.
- 5.3 A refreshed Empty Homes Strategy 2026 – 2031 is appended to this report. The new strategy sets a further, stretching target of bringing 400 empty homes back into use.
- 5.4 We recognise this remains a challenging target in the current climate. However, the learning and expertise, partnerships and professional networks developed over the past five years place us in a strong position to tackle more including the entrenched and complex cases.
- 5.5 We will continue to promote our work with residents, internal and external partners such as Town and Parish Councils, Police and Fire Service to share data and intelligence around empty and problematic properties.
- 5.6 We will continue to prioritise advice and support, while using the full range of legal powers available where owners do not engage, to bring empty properties back into use.
- 5.7 As well as delivering more general needs housing recognising the needs of our most vulnerable residents and growing numbers of people requiring care and support we will continue to identify opportunities to adapt empty properties to provide a home for residents with specialist needs.
- 5.8 With Central Government focus on delivery of Council owned affordable accommodation solutions, the Council will continue to identify opportunities to bring empty properties back into use as affordable general needs housing.
- 5.9 Through our established internal and external partnerships, we will continue to prioritise empty properties linked to anti-social behaviour, crime and neighbourhood blight. We will link our work to support major regeneration programmes including Pride in Place.
- 5.10 We will also continue to work with our local Just Credit Union to provide owners of long term empty properties with affordable loans to refurbish properties.

6.0 Alternative Options

- 6.1 The alternative would be to do nothing, which would mean hundreds of properties being left empty at a time of rising housing need and having a detrimental impact on our neighbourhoods and communities.

7.0 Key Risks

- 7.1 The current cost of living crisis and increasing cost of labour and materials may hinder owners of empty homes in need of major refurbishment. A range of support is available including through loan finance provided in partnership with Just Credit Union and more support will be announced in our forthcoming Cost of Living Strategy. This will help mitigate this risk.

8.0 Council Priorities

- 8.1 The strategy detailed in this report supports the following Council priorities:

- Every child, young person, and adult lives well in their community
- All neighbourhoods are a great place to live
- A community-focussed, innovative council providing efficient, effective and quality services.

9.0 Financial Implications

- 9.1 Support for the Empty Homes Strategy is provided through the existing Housing, Legal and Enforcement Teams giving advice, guidance and intervention and also working with partners. Funding has also been provided through the capital programme should any works be needed to support bringing the properties back into use.

10.0 Legal and HR Implications

- 10.1 Whilst there is no statutory obligation requiring the Council to maintain a Long Term Empty Homes Strategy such a strategy provides a framework through which the authority may coordinate and prioritise the exercise of its various statutory powers and functions relating to empty residential properties, including housing, council tax, planning, environmental health and anti-social behaviour functions with the associated enforcement options. Compulsory purchase powers are provided for under s.17 Housing Act 1985 and s.226 of the Town and Country Planning Act 1990.

11.0 Ward Implications

- 11.1 The work of this strategy affects all wards across the Borough.

12.0 Health, Social and Economic Implications

- 12.1 Empty properties are not only associated with criminal and antisocial behaviour but affect the general morale and wellbeing of neighbourhoods and can be a contributory factor to levels of deprivation where properties create long term blight. The work of this Strategy ensures we are proactively working on bringing properties back into use for our residents whilst ensuring that residents know of the work we are doing and know where to report problematic properties.

- 12.2 The properties we have acquired through Telford and Wrekin Homes are providing accommodation for some of our most vulnerable clients including those recovering from homelessness and providing adapted homes to support independent living.

13.0 Equality and Diversity Implications

- 13.1 The work of this strategy aims to provide the best outcomes for all residents, from the owners of the properties, the neighbourhoods and the people accessing properties to live in, including people who are homeless, with complex disabilities.
- 13.2 The strategy supports work with internal and external partners to identify opportunities that meet the borough's specialist housing needs. This includes Lion House, a derelict property remodelled to provide independent living accommodation for adults with learning disabilities.

14.0 Climate Change, Biodiversity and Environmental Implications

- 14.1 This strategy ensures long standing, derelict properties are brought up to the correct energy performance standards through refurbishment whether by the owner, through acquisition or ensuring landlords achieve the correct EPC rating prior to letting. Addressing long term empties within our communities is improving the environment of our neighbourhoods' benefitting residents through reducing incidences of fly tipping and improving attractiveness of properties and streets.

15.0 Background Papers

- 1 Telford and Wrekin Long term Empty Property Strategy 2021 - 2026

16.0 Appendices

- A Telford and Wrekin Empty Homes Strategy 2026 - 2031

17.0 Report Sign Off

Signed off by	Date sent	Date signed off	Initials
Director	13/08/2026	18/08/2026	KK
Legal	20/08/2026	20/08/2026	ON
Finance	20/08/2026	20/08/2026	MLB



Telford & Wrekin
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Empty homes strategy

Page 15

2026-2031

Bringing empty homes
back into use



FOREWORD

Providing good-quality housing and creating thriving neighbourhoods remain among the Council's highest priorities. At a time of increasing pressure on the housing market, it is more important than ever that we make the best possible use of the homes we already have.

Long-term empty properties are a lost opportunity. While many residents struggle to access suitable housing, homes standing vacant can also undermine neighbourhood confidence, attract anti-social behaviour and detract from the character of our communities.

Bringing these properties back into use benefits everyone – providing much-needed homes, improving local places and supporting wider regeneration.

I am proud of the progress made through our existing **Empty property strategy**. Through effective partnership working, proactive engagement with owners and, where necessary, decisive enforcement action, we have surpassed our target of bringing 375 empty properties back into occupation and delivered lasting benefits for communities across the Borough.

The challenges facing the housing sector continue however, and this strategy sets out how we will respond.

Building on our successful foundations, we will continue to work with owners to overcome barriers to bringing properties back into use, whilst taking robust action where long-term vacancy continues to harm local communities.

We have set ourselves a target to bring another 400 properties back into use over the life of this strategy. In doing so, the strategy directly supports the Council's commitment to **Better homes for all**, helping to increase housing availability, improve housing quality and create sustainable, resilient communities.

Bringing empty homes back into use also complements our wider **cost of living** work. By increasing access to housing, reducing the number of properties standing unused and helping owners overcome barriers to occupation, we can make a positive contribution to housing affordability, community wellbeing and economic resilience.

I look forward to working with residents, property owners and partner organisations to deliver the ambitions set out in this strategy and continue our strong record of making empty properties into great homes.



Councillor Nathan England

Cabinet Member for Housing,
Enforcement and Transport

CONTENTS

Introduction	4
Our achievements from the previous strategy	5
The Challenge in 2021...	6-18
What we did...	7
How we did it...	8
Case Study: The Red Lion Pub	14
Case Study: Changing Lives – From rough sleeping to a front door	16
Case Study: Unoccupied and derelict bungalow	17-18
Local Recognition	19
National Recognition	20
EMPTY HOMES STRATEGY 2026-2031	
Why do we need a new strategy?	22-25
Trends in long-term empty properties	22
Central Government and national context	22
What will we do:	23-25
What will success look like	25
Our commitment to bring long term empty properties back into use	26



INTRODUCTION

This **Empty homes strategy** sets out the Council's approach to reducing the number of long-term empty homes across the Borough during the period 2026-2031. It provides a framework for how we will identify, engage with and support owners of empty properties, whilst ensuring that appropriate intervention is taken where properties remain vacant without justification.

Properties become vacant for many different reasons. Some owners face financial, legal or personal circumstances that prevent them from returning a property to use, whilst others may lack the knowledge, confidence or resources needed to bring a home back into occupation. Recognising that every property and ownership situation is different, the Council will adopt a flexible and proportionate approach that balances support, advice and encouragement with formal enforcement action where necessary.

The strategy reflects both national and local priorities to make better use of existing housing stock. Returning empty homes to occupation represents a sustainable way of increasing housing availability without the need for additional land or significant new infrastructure. It also supports wider ambitions for place-making, neighbourhood renewal and the effective use of existing community assets.

Delivery of the strategy will rely on collaboration. Success will continue to depend upon strong partnerships with property owners, registered providers, community organisations, developers, funding bodies and other public sector partners. Through these partnerships, we will seek to overcome barriers to occupation, maximise opportunities for investment and deliver positive outcomes for residents and communities alike.

Progress against this strategy will be reviewed annually and reported to Cabinet, providing the opportunity to respond to emerging issues and changing circumstances.



Before



After

OUR ACHIEVEMENTS FROM THE PREVIOUS STRATEGY

386 homes brought back into use

exceeding our target of 375 of which:

238

were subject to complaints about ASB

285

were in Safer Stronger Areas

Contributed to 41% reduction

in crime and ASB

(as part of the wider Safer Streets/Safer Stronger programme)

Creating homes for
more than 900 people*

*based on census data

£76,000

brought back in debt owed to the Council

259

were in Council Tax bands A-C

519 inspections carried out

leading to improvements and homes back into use

5,145 contacts and actions

supporting private owners to bring homes back into use

114 properties acquired by the Council:

63 being used to support vulnerable groups including those facing homelessness or needing specialist and adapted accommodation

51 homes refurbished and re-let via a blend of private and affordable rents, creating a financially sustainable, socially responsible portfolio by Nuplace through Telford and Wrekin Homes.

THE CHALLENGE IN 2021...

In 2021 we had 1,009 long-term empty homes many causing antisocial behaviour, fire risks, vandalism and community decline across the Borough.

Drawing on Borough-wide resources

Police, fire service, housing enforcement, public protection, anti-social behaviour and planning teams were all being inundated with complaints.

Complex legal and financial issues

Many empty properties were tied up in probate, absent owners, title disputes, and financial complications, meaning we were left to secure properties and clear up rubbish with no one to re-charge.

Homelessness

At the same time, we had many families in expensive temporary and B&B accommodation.



Neglected property

What we did...

Strategic response

A dedicated strategy set a target of **bringing 375 long term empty homes back into use.**

Resource

Two dedicated officers were employed to focus on this work.

Financial commitment

An empty property fund was set up as a revolving pot to deal with unclaimed properties or the most complicated properties.

Direct acquisition

We have worked with our largest social housing provider to make best use of their empty stock identified for disposal. Through private treaty we have been able to grow our affordable and private rented stock for our general needs residents through **Telford and Wrekin Homes**, a sub brand of **Nuplace**, our wholly owned housing company.

Bespoke commissioning

We worked with our Housing Commissioning team to identify long-term empty properties that could be acquired and repurposed to meet priority housing needs, including temporary accommodation and specialist or supported homes for residents with more complex requirements.



How we did it...

Advice and support

- 🏠 Working directly with empty property owners to understand the barriers preventing a property from being brought back into use and providing tailored advice and practical solutions.
- 🏠 Supporting owners, landlords, executors, beneficiaries and families with complex issues such as probate, inheritance matters, family disputes, abandoned properties and legal responsibilities.
- 🏠 Assisting with property refurbishment and re-occupation by providing information on loans, reduced VAT schemes, local contractors, council tax, valuation matters and other financial incentives.
- 🏠 Helping owners explore options for selling, renting or renovating their property, including access to specialist advice, auctions, lenders and partner organisations.
- 🏠 Working with vulnerable owners and partner agencies to ensure appropriate support is in place, and the best possible outcomes are achieved.
- 🏠 Tracing owners and resolving issues relating to property debt, maintenance, insurance, neighbour concerns and long-term vacancy.
- 🏠 Providing clear guidance on council tax premiums, exemptions and other obligations associated with owning an empty property.

232 properties were brought back into use through advice and support



Financial incentives

- 🏠 Since the adoption of the previous strategy, the Council has implemented the full range of Council Tax premiums for long-term empty properties. Homes left vacant for more than 12 months are now subject to increased Council Tax charges, creating a strong financial incentive for owners to bring properties back into use
- 🏠 We have also partnered with our local Just Credit Union to provide owners with an affordable Better Homes for All loan to help with refurbishment
- 🏠 We support owners to access government VAT relief available for properties that have been empty for more than two years, reducing refurbishment costs and encouraging the return of long-term vacant homes to productive use
- 🏠 We have also carried out a thorough overhaul of all long-term empty properties exempt from council tax to ensure the exemptions still apply. Where appropriate we have applied for exemptions to be removed, allowing us to work with owners to return properties back into use



Before



After

Other novel approaches

- 🏠 We work directly with banks to support the repossession of empty and derelict properties
- 🏠 We have worked with the HM Crown to bring properties back into use that are subject to Escheat (unclaimed property returned back to the Crown)
- 🏠 Facilitating the reuse of vacant park homes by working with owners to provide affordable housing solutions
- 🏠 Working with owners of empty flats above shops



Before



After

Legal courses of action

- 🏠 Where owners do not engage, are untraceable, or where we have unregistered properties which continue to cause serious problems, we are among a small number of local authorities nationally prepared to take formal legal action to resolve issues and bring homes back into use.
- 🏠 In many cases, starting formal legal proceedings is enough to prompt some owners into taking action.
- 🏠 Where necessary, we have successfully used enforced sale and order of sale powers through the Courts to transform properties that had stood empty for up to 20 years.

16 properties were brought back into use using enforcement



Before



After

Nuplace and Telford & Wrekin Homes

Nuplace and Telford & Wrekin Homes (TWH) have worked with Housing Plus Group to return long-term empty or redundant homes to active use. The partnership identifies properties across the Borough that required substantial investment due to their age and condition. Without intervention, these homes would have remained vacant, failing to contribute to the borough's housing supply or neighbourhood wellbeing. Through a coordinated refurbishment programme, each property has been upgraded to contemporary standards and re-let to meet a broad range of local housing needs.

The Approach

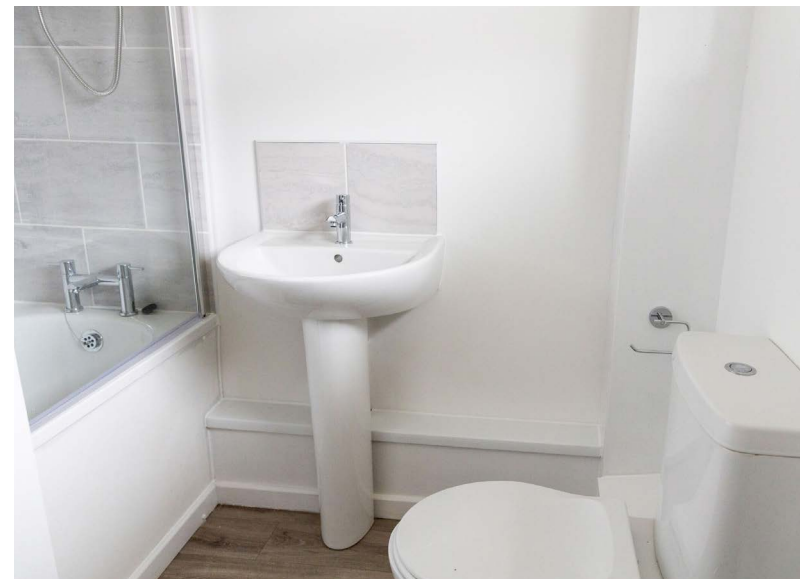
Nuplace and TWH implemented a structured refurbishment and acquisition programme, ensuring all properties were fully modernised to Nuplace specifications prior to purchase. This flexible strategy enabled the acquisition of a broad mix of 1 to 4 bedroom homes across the borough, guided by monthly commissioning reviews with council colleagues to align acquisitions with specific end-user requirements, including larger families and specialist placements. Refurbishment works focused on improving overall standards of safety, functionality and condition to deliver high-quality, compliant homes suitable for long-term occupation.

The Impact

-  114 empty homes refurbished and brought back into use
-  Properties are let through a blend of private and affordable rents, creating a financially sustainable and socially responsible portfolio



Before



After

- 🏠 Homes positioned strategically to support wider Council priorities, including:
 - Suitable housing for foster families
 - Specialist placements informed by assessed needs
- 🏠 Enhanced neighbourhoods through the transformation of previously empty or deteriorating properties

This partnership demonstrates how the strategic refurbishment and re-use of existing housing stock can deliver high-quality, cost-effective homes while supporting broader community objectives. By focusing on empty and redundant properties, Nuplace and TWH are increasing supply, reducing voids, and helping ensure that housing across the borough continues to meet the needs of local residents both now and in the future.

Stalled sites

Our empty property work has expanded to target stalled development sites across the borough, encompassing both commercial and residential properties where development or refurbishment has ceased. These sites are often the subject of complaints relating to anti-social behaviour, environmental decline and neighbourhood blight.

We work collaboratively with owners and partners to identify barriers to progress, explore innovative solutions, and support the redevelopment, occupation and productive reuse of these properties for the benefit of local communities.



Before



After

CASE STUDY

THE RED LION PUB

The Red Lion Pub had been on the stalled sites register for a number of years. It was attracting anti social behaviour and causing neighbourhood blight.

With Local Authority investment plus £1m external grant secured we have been able to transform this site into 11 units of Local Authority owned/operated supported accommodation providing a better quality of life and home in their local community for a number of our most vulnerable people.

- Using modern methods of construction we have been able to provide a highly sustainable energy efficient building
- Modern, independent living for adults with learning disabilities
- Delivered £183,000 pa saving/cost avoidance to Adult Social Care allowing for investment into further front line services
- Supporting step down, avoidance of residential care and out of area placements
- Aligns with Building the Right Support and wider national priorities - promoting ordinary living, reducing reliance on residential care, supporting people to remain close to their communities and support networks

"The residents love having their own space, a place to belong and call home."

Jacqueline Scott, Project Manager, Lion House



Before



After

National partnerships

Throughout the strategy, we have strengthened national and regional partnerships to share best practice, build officer expertise and explore new approaches that support our aims of bringing more empty properties back into use.

We are active members of national forums such as the Empty Homes Network and Action on Empty Homes.



Since the adoption of the previous strategy, we have actively supported a number of national lobbying initiatives aimed at raising the profile and importance of empty property work. This has included advocating for the introduction of a National Empty Property Strategy and calling for empty property activity to be recognised as a statutory housing function, ensuring greater consistency, priority and resourcing across local authorities.

Regional partnerships

We are active members of the West Midlands Empty Property Group and regularly host meetings in Telford, providing a forum for professionals to discuss complex cases, share knowledge and develop solutions to challenging legal issues.



CASE STUDY

CHANGING LIVES – FROM ROUGH SLEEPING TO A FRONT DOOR

A young couple fleeing family-related violence were rough sleeping; with poor mental health and a worsening long-term condition; they needed safety, stability, and a place to build trust in services.

By bringing an empty property back into use we have provided supported accommodation with wrap-around practical and emotional support (move-in, utilities, benefits, trust-building).

As a result the couple are settled building positive relationships with neighbours, have improved mental/physical health, reconnected with family, and began planning for work/training and long-term housing.

This empty property has been transformed into a safe, stable home and foundation for a new life.



Before



After

CASE STUDY

UNOCCUPIED AND DERELICT BUNGALOW

Buried deep behind a number of 20 foot conifer trees, was an unoccupied and derelict bungalow. Being constantly broken into and used for anti-social behaviour and other forms of criminality, this property was an eyesore and source of fear for the neighbourhood. The property had been in this condition for many years.

After extensive engagement with the owner, they agreed to sell the property to the local authority. Taking into consideration the need for affordable bungalows, we have repurposed this property for a family in need of a level access property. The conifers have been removed, eliminating cover for anti-social behaviour and criminal activity while creating more light and open space for the wider neighbourhood.

Residents have reported feeling happier and safer as a result.



Before



After

CASE STUDY CONTINUED

Mrs Jones, neighbour, comments,

"The Conifers had been empty for quite a while. The windows were getting broken, we were getting people hanging around here and dumping rubbish. It was just an eyesore. The trees were causing an issue too. And now they've done it up, it's a nice bungalow now."

Page 32



Before



After

LOCAL RECOGNITION

Resident, Drew White, comments:

"I want to express my gratitude and appreciation for the Empty Homes Strategy. Over the years, the team has worked with a number of landlords and property owners bringing derelict properties into use, many of which are now lived in.

"I personally thank the team so much for everything they've done, with the challenging estate like Sutton Hill, they've done a terrific job turning these houses back into family homes."

Page 33



Before



After

NATIONAL RECOGNITION

Our novel approach to tackling empty properties received peer-recognised national sector recognition by the Local Government Chronicle. Being shortlisted out of 100 housing entries nationally, the judges commented:

“A strong example of a political priority translated into action, with impressive community engagement and excellent results in bringing homes back into use. The submission demonstrates clear savings delivered to the council alongside positive community outcomes.”





Empty homes strategy

Page 35
2026-2031

will bring 400 empty homes
back into use



WHY DO WE NEED A NEW STRATEGY?

Trends in long-term empty properties

Across England there has been an increase in long-term empty properties since 2021. The latest data published by the Ministry of Housing, communities and local government¹ shows that between 2021 and 2025 the number of long-term empty properties in England increased by 27.7%.

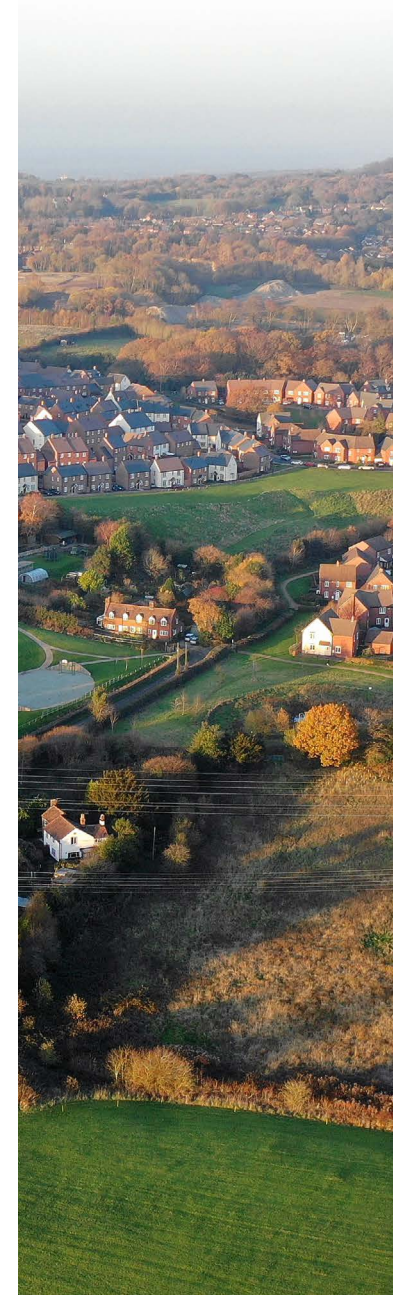
Telford and Wrekin, despite the success of our work, there has also been an increase in long-term empty properties although the borough rate was lower than the national average in October 2025 with 8.5 per 1,000 dwellings in 2025, compared with 11.7 per 1,000 for England.

The increase in long-term empty properties since 2021 is unlikely to be attributable to any single factor. Nationally, numbers have risen steadily since the pandemic, reflecting a combination of delayed probate and complex ownership cases, increasing repair and renovation costs, higher borrowing costs, changes within the private rented sector and a slower housing market for properties requiring significant work. Changes to Council Tax premiums and increased scrutiny of empty and second homes may also have improved the identification and classification of previously under-recorded properties.

Central Government and national context

National housing policy is increasingly focused not only on building new homes but also on making the best use of existing housing assets. The government has committed to a major programme of council house building and action to tackle homelessness, whilst housing organisations and local government leaders continue to advocate for stronger measures to bring long-term empty homes back into occupation. At the same time, demand for affordable housing continues to outstrip supply, increasing pressure on housing waiting lists, homelessness services and temporary accommodation.

The Council's Housing Strategy 2025-2030 recognises the importance of increasing housing availability, improving affordability and ensuring that residents can access suitable homes that meet their needs. Bringing empty homes back into use makes a direct contribution to these objectives by increasing the supply of housing, creating opportunities for affordable accommodation and making better use of existing community assets. It provides a sustainable and cost-effective complement to new housebuilding, helping to meet local housing need whilst supporting the delivery of the Council's wider housing and regeneration ambitions.



What will we do:

Based on the learning from the last five years we propose to:

Reporting and communications

- 🏠 deliver targeted communications campaigns encouraging residents to **report an empty property** and raising awareness of the support available to owners.
- 🏠 publish regular updates on the impact of the strategy, highlighting successful projects, neighbourhood improvements and homes returned to occupation to maintain public confidence and support.
- 🏠 consider appropriate use of publicity where enforcement action has been required, demonstrating that the Council will take action where owners refuse to engage and properties continue to blight communities.

Support, advice and early intervention

- 🏠 continue to provide advice, guidance and practical support to empty property owners to help bring homes back into use.
- 🏠 expand in-house expertise and specialist knowledge on empty property solutions, funding opportunities and enforcement powers.

- 🏠 increase proactive approach by issuing early warning letters to owners of long-term empty properties, encouraging engagement before formal action is considered.
- 🏠 work proactively with landlords who are leaving the private rented sector to explore options that prevent properties becoming vacant.

Strengthen partnerships and intelligence

- 🏠 establish more formal referral arrangements with services including Adult Social Care, Housing Solutions, Council Tax, Community Safety, Public Protection and Planning Enforcement.
- 🏠 work with partners such as town and parish councils to provide early intelligence on void properties.
- 🏠 continue to work with Police, Fire Service and Community Safety partners to identify and prioritise empty properties associated with anti-social behaviour, crime, arson risk, environmental issues and wider neighbourhood blight.
- 🏠 further develop partnership working through the West Midlands Empty Property Group to share best practice and innovative approaches.
- 🏠 work closely with our Housing Action Team (HAT), neighbourhood coordinators and community partners to identify and address empty properties at an early stage.
- 🏠 strengthen information sharing with organisations



such as the Valuation Office Agency and Land Registry to improve property intelligence and ownership tracing.

- 🏠 develop relationships with property finders and acquisition specialists to identify opportunities to bring vacant properties back into use.
- 🏠 strengthen partnership working with Adult Social Care, health and voluntary sector organisations, including Age UK, to provide early intervention and advice where properties become empty due to bereavement, probate delays, declining health or a move into care.

Place making

- 🏠 ensure that empty properties form part of wider social housing and affordable housing delivery projects, including our South Telford Estates and programmes such as Pride in Place.
- 🏠 work with charities and community organisations that can renovate and manage empty properties to provide accommodation for those in housing need.
- 🏠 explore innovative delivery models that support both housing supply and community benefit.

Skills, training and regeneration

- 🏠 partner with local colleges, retrofit academies and training providers to transform empty properties into quality homes.

- 🏠 use empty property projects to create apprenticeships, work placements and skills development opportunities for local people.
- 🏠 support the delivery of retrofit and energy-efficiency improvements, helping to create sustainable and affordable homes.

Enforcement and compliance

- 🏠 seek to resolve cases through advice and negotiation wherever possible.
- 🏠 use enforcement powers where informal approaches have not been successful and properties continue to blight communities.
- 🏠 take a proportionate and intelligence-led approach to enforcement, focusing resources on long-term empty properties that have the greatest impact on neighbourhoods.

Supporting communities

- 🏠 empower neighbourhood coordinators and local communities to identify and report problematic empty properties.
- 🏠 target action in areas where empty properties contribute to housing demand pressures, anti-social behaviour or neighbourhood decline.
- 🏠 work with partners to ensure empty homes become assets that support thriving and sustainable communities.



Increase affordable and specialist housing supply

- 🏠 continue to work with Nuplace and Telford & Wrekin Homes to acquire and refurbish strategically important empty properties, ensuring they contribute to wider housing priorities and generate long-term benefits for residents.
- 🏠 expand partnership working with registered providers, charities, developers and support providers to identify opportunities for the reuse of empty homes for vulnerable households and priority client groups.
- 🏠 explore opportunities to use empty properties to support wider strategic priorities including temporary accommodation, move-on accommodation, supported living, foster care households and independent living schemes.

Financial support

- 🏠 explore innovative financial models and investment mechanisms, including loans, grants, revolving funds and partnership investment opportunities, to support owners in bringing properties back into use.

What will success look like

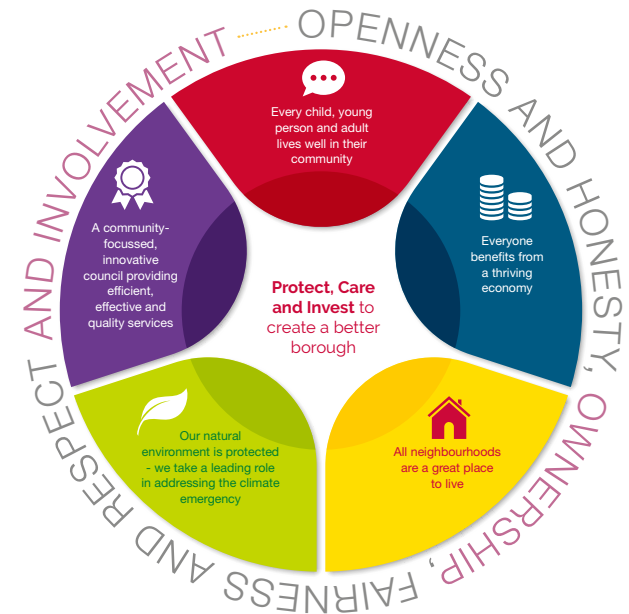
- 🏠 400 empty homes brought back into use
- 🏠 A focus on properties:
 - in council tax bands A-C
 - that have been empty the longest
 - with significant debts owed to the Council, including unpaid Council Tax or costs incurred where we have had to secure the property due to vandalism or clear fly-tipping.
 - that are subject to complaints
- 🏠 A continued reduction in anti social behaviour and crime associated with empty properties



OUR COMMITMENT TO BRING LONG TERM EMPTY PROPERTIES BACK INTO USE WILL ENSURE WE CONTINUE TO:

-  **protect, care and invest in our Borough** by increasing the supply of affordable properties we will ensure **every child, young person and adult lives well in their community**
 -  address the anti-social behaviour, crime and blight associated with long term empty properties, **ensuring all neighbourhoods are a great place to live** and ensuring **safer and stronger communities**
 -  deliver our commitments under Telford and Wrekin's housing strategy 2025-2030:
 - to create sustainable, accessible, affordable and integrated communities
 - to make the BEST use of our existing homes
 - to provide homes to support and empower our most vulnerable people
- Support households experiencing cost of living pressures by bringing empty properties back into use as affordable, energy-efficient homes, increasing housing choice and reducing pressure on the existing housing market.

Page 40



Empty homes strategy 2026-2031

Page 41

**Bringing long term empty homes
back into use**

www.telford.gov.uk/emptyhomes



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Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough

Borough of Telford and Wrekin

Cabinet

Thursday 24 September 2026

Telford & Wrekin Becoming Carbon Neutral and Climate Change Adaptation - Update Report

Cabinet Member:	Cllr Carolyn Healy - Deputy Leader and Cabinet Member: Neighbourhoods, Planning & Sustainability
Lead Director:	Katherine Kynaston - Director: Housing, Commercial & Customer Services
Service Area:	Communities, Customer & Commercial Services
Report Author:	Ian Wykes - Team Leader: Climate Change & Sustainability
Officer Contact Details:	Tel: 01952 384960 Email: Ian.Wykes@telford.gov.uk
Wards Affected:	All Wards
Key Decision:	Not Key Decision
Forward Plan:	Not Applicable
Report considered by:	SMT – 25 August 2026 Business Briefing – 3 September 2026 Cabinet – 24 September 2026

1.0 Recommendations for decision/noting:

It is recommended that Cabinet:

- 1.1 Note the positive progress the Council has made towards becoming carbon neutral by 2030 and that, by the end of March 2026, the Council has reduced its carbon emissions by **69% compared with the 2018/19 baseline**.
- 1.2 Approve the proposed actions the Council intends to take to continue progress towards carbon neutrality, as set out in the updated Corporate Carbon Neutral Action Plan attached in **Appendix A**.

Telford & Wrekin Becoming Carbon Neutral and Climate Change Adaptation - update report

- 1.3 Note the importance of climate adaptation and the additional work undertaken by the Council to develop a corporate climate change risk register, as set out in **Appendix B**.
- 1.4 Note that this report is in relation to the Council's response to the Climate Emergency Declaration and will be referred to Full Council for information as part of the 'Matters Determined by the Cabinet' report.

2.0 Purpose of Report

- 2.1 To update Cabinet on the significant progress being made towards the Council's target of becoming carbon neutral by 2030, including that the Council is now approximately **5% ahead of its current pathway to carbon neutrality** and on target to meet its commitment to reach **70% by 2027**, alongside the action being taken to address the current and future impacts of a changing climate.
- 2.2 To set out the wider financial, health, social and environmental benefits of the Council's climate action, including the estimated £1.19 million in avoided gas and electricity costs since 2018/19, lower household energy bills, warmer and more energy-efficient homes, improved air quality and wellbeing, greater access to low-carbon transport, and stronger resilience to rising energy costs and extreme weather.

3.0 Background

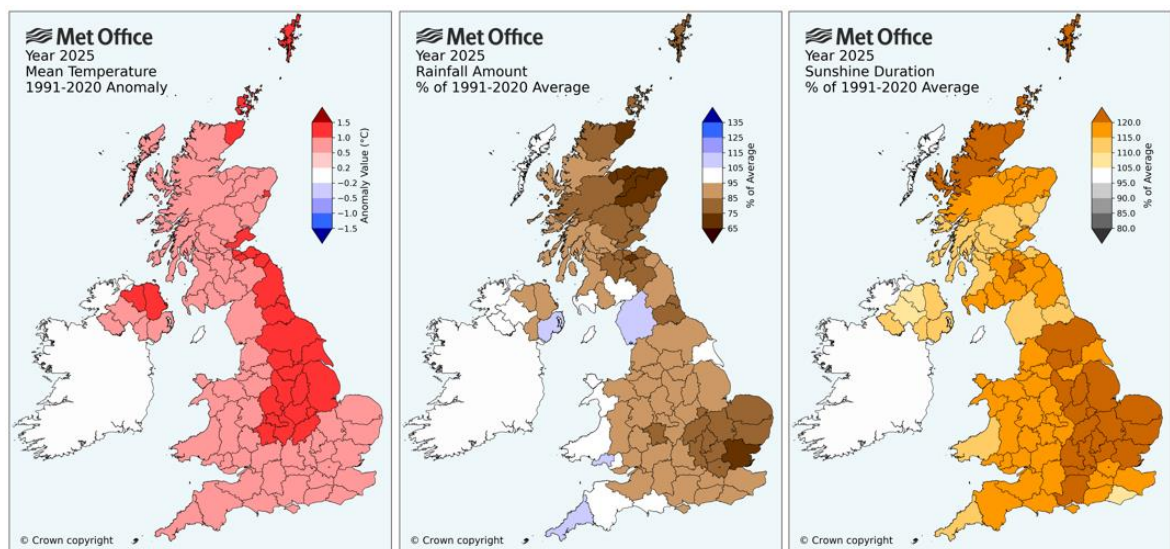
- 3.1 In 2019 Telford and Wrekin Council declared a Climate Emergency and set out an ambitious target to ensure its activities and operations are carbon neutral by 2030. This is known as **climate change mitigation**. The Council is delivering this through its 'Becoming Carbon Neutral Plan', reporting annually on progress to Cabinet. The Council also made a commitment to work with partners with the aim of achieving the same outcome across the Borough.
- 3.2 As a local authority, Telford & Wrekin Council must also ensure that its services are able to respond to the current and future predicted impacts of climate change. This is referred to as **climate change adaptation**. In 2024, the Council published its first Corporate Climate Change Risk Register to help address the impact of climate change on its own services. The Council is committed to reporting on its progress on climate change adaptation on an annual basis. The Council is also working with partners to help address the impacts of climate change across the whole borough.
- 3.3 During 2025/26, the UK experienced record-breaking climate impacts. The Met Office reported that 2025 was the warmest and sunniest year on record, with the warmest summer ever recorded and the driest spring in England since 1893. These conditions contributed to drought, water shortages, pressure on agriculture and increased risks to public health, while extreme rainfall and storms, including Storm Éowyn, caused disruption across the country.

- 3.4 Met Office data shows that the summer of 2026 is provisionally the warmest on record with multiple heatwaves resulting in temperatures exceeding 38°C in parts of England. The prolonged hot and dry conditions have led to widespread drought across England and Wales, placing pressure on water resources, agriculture, ecosystems, infrastructure and public services. The Met office predict these conditions are now the “new normal”

“Our analysis shows a summer like the one we’ve just experienced is now around 130 times more likely because of climate change. In a climate unaffected by human emissions of greenhouse gases, a summer like this would be exceptionally unlikely, i.e. 1 in over 1,000 years. In our current climate, which is changing because of the effect of burning of fossil fuels, we should now expect this to be roughly a 1 in 9 year event.”¹

Dr Mark McCarthy Met Office

- 3.5 The Environment Agency reported that around 71% of England was in drought, with over 27 million people subject to water-use restrictions. The increased risk of wildfires, heat-related illness and disruption to transport and essential services highlights the growing impacts of climate change already being experienced across the UK
- 3.6 The following “climate anomaly” maps from the Met Office show the mean temperature, rainfall amount and sunshine duration in the UK in 2025 compared with a 1991-2020 reference point.



The data demonstrates that many areas of the UK experienced temperatures above the long-term average alongside significant variations in rainfall and sunshine. These changing climatic conditions are consistent with the wider

¹ [Summer 2026 provisionally hottest on record for the UK - Met Office](#)

evidence of climate change impacts and reinforce the need for continued action to reduce carbon emissions and strengthen resilience to climate-related risks.

- 3.7 Climate change continues to be one of the most significant challenges facing Telford and Wrekin, with the impacts of changing weather patterns affecting residents, communities, businesses and infrastructure. In recognition of these risks, addressing climate change remains one of the Council's five key priorities.
- 3.8 We have made strong progress in reducing the Council's emissions to date. However, as it moves towards its carbon neutral target, further reductions are becoming harder and more challenging to achieve. Continued actions remain important not only in reducing carbon emissions but also the wider social, economic and environmental co-benefits that are being delivered for our residents and communities including:
- The recent refurbishment of Wellington Leisure Centre has significantly enhanced the leisure offering while simultaneously reducing carbon emissions by 102 tonnes of CO₂ equivalent per year. In addition, energy costs have been cut by 35%, enabling savings to be reinvested into front line services.
 - The installation of 63 electric vehicle charging points in Council car parks significantly improves access to charging for residents without off-street parking, supporting the transition to electric vehicles.
 - Telford Energy Advice (TEA) demonstrates how climate action can also tackle fuel poverty, supporting work to address the rising cost of living and improve wellbeing. Since 2020, the programme has helped thousands of households through energy advice, home visits, insulation and heating improvements, crisis support and low-cost energy-saving measures. The resulting co-benefits include lower energy bills, warmer homes, improved health outcomes, increased resilience to rising energy costs and greater awareness of energy efficiency across the borough. These co-benefits show that the investment we are making provides long-term gains in health, cost of living and resilience.
- 3.9 There are also actions the Council is seeking to address that are affected by factors outside its control. For example, electrical grid connections remain a significant constraint on the expansion of renewable energy generation locally and nationally. The Council, working with partners, is continuing to lobby and work with Government and National Grid, and to actively engage to overcome barriers to delivery.

Public Attitudes Towards Climate Change and Renewable Technologies

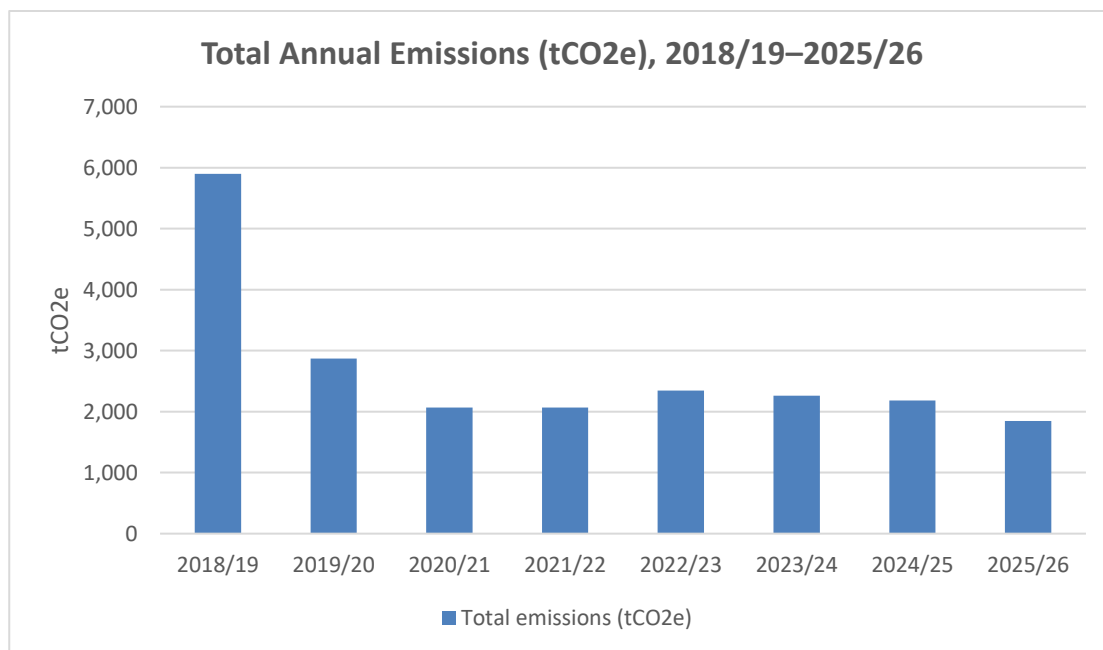
- 3.10 In line with the Council's Residents Survey, previously reported on, recent national surveys² show continued strong public support for climate action. In Spring 2026,

² Department for Energy Security and Net Zero (DESNZ) Public Attitudes Tracker: Spring 2026, published on 2 July 2026.

78% of UK adults reported being concerned about climate change and 89% were aware of the UK's Net Zero target. Support for renewable energy remains high at 81%, with solar energy receiving the greatest support. Public willingness to act also remains strong, with 84% of adults reporting they have made lifestyle changes to reduce their environmental impact. These findings are in line with the Council's Residents Survey and suggest that climate change remains an important issue for the public and reinforce the importance of the Council's continued work to reduce emissions, increase resilience and support sustainable communities.

4.0 Summary of main proposals

- 4.1 The Council continues to make strong progress towards its ambition of becoming carbon neutral by 2030. In 2025/26, total reported emissions, excluding the use of renewable energy certificates or offsets, were **1,848 tCO₂e**, compared with **5,896 tCO₂e** in the 2018/19 baseline year. This represents an overall reduction of **69%** as shown in the graph below³.



On this basis the Council is approximately **5% ahead of its current pathway to carbon neutrality and on target to meet its commitment to reach 70% by 2027.**

- 4.2 This continued progress is based on sustained investment in energy efficiency, changes to service delivery, and active management of energy and travel demand. However, the current position also highlights that further reductions will become more challenging, particularly where emissions are linked to core service delivery and operational assets. Unlike many organisations, the Council has not directly relied on sequestration or offsetting to achieve its emissions reductions to date,

³ The reduction in 2020-21 and 2021-22 in part is related to the lockdown due to the Covid Pandemic

instead focussing on driving down carbon emissions without harming service delivery. However, it is recognised that residual carbon will need to be partially offset by renewable energy generation and sequestration through habitat management.

- 4.3 We continue to monitor our scope 1, 2 and 3 emissions in line with the Local Government Association reporting guidance. To do this, Telford and Wrekin Council have undertaken 'in-house' greenhouse gas (GHG) accounting, using the LGA GHG accounting tool for guidance.

Scope 1: Corporate estate – gas usage
Fleet vehicles – fuel usage

Scope 2: Corporate estate - electricity usage
Street lighting – electricity usage

Scope 3: Business mileage
Electricity - transmission & distribution losses

Corporate Estate (Scope 1 & 2)

- 4.4 Emissions associated with the Council's corporate estate, including gas and electricity use across buildings and street lighting, continue to represent the largest proportion of remaining emissions. In 2025/26, emissions from gas use reduced significantly to **1,239 tCO₂e**, compared with **1,561 tCO₂e** in 2024/25. This reduction is in part attributable to the closure of the Theatre, as well as reduced gas demand at the Energy Centre and lower consumption at Wellington Leisure Centre following improvement works.
- 4.5 While this represents a positive step, there is likely to remain potential for increasing energy demand as a result of wider pressures. These include growing demand across Council services, greater use of electrically powered heating, transport and equipment, and increasing energy requirements linked to external factors. These factors reinforce the need for continued focus on long-term heat decarbonisation, energy efficiency and demand management measures across the estate.

Matthew Webb Swimming and Fitness Centre

The new leisure centre currently under construction in Dawley will be the Council's first building built to be powered entirely by renewable energy, including an air source heat pump and solar panels. The centre, which will include a 25-metre swimming pool, will be used by the adjacent Telford Langley School and provide a significant increase in community swimming and leisure use for residents.

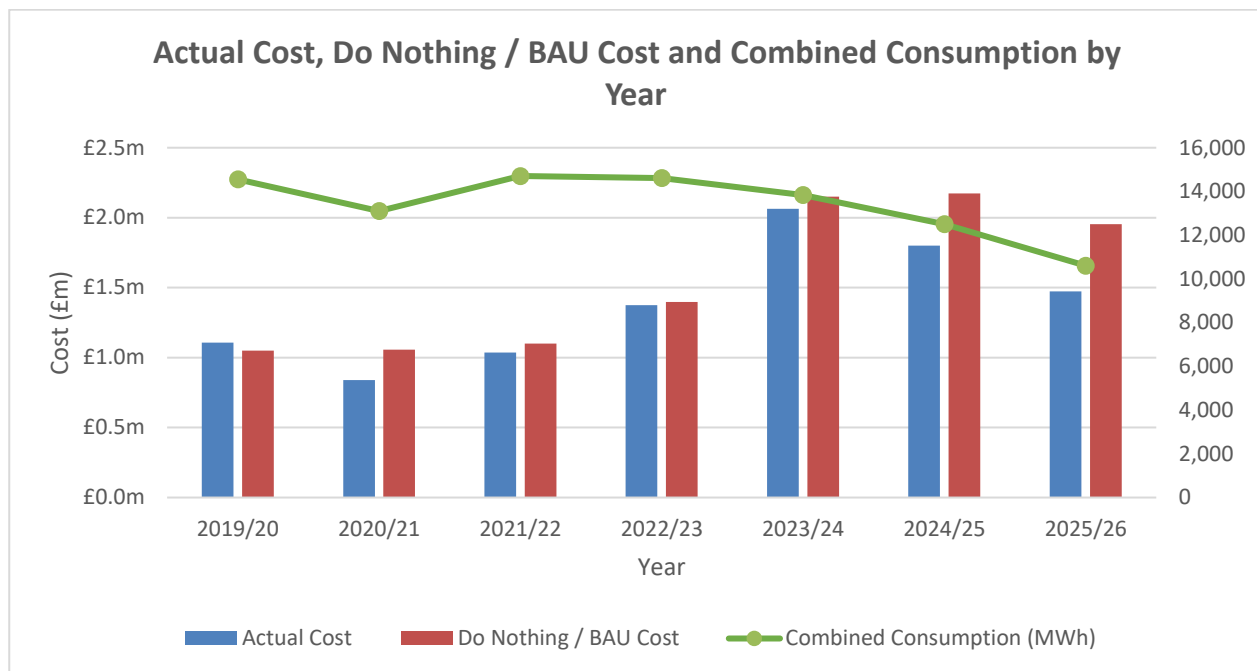


- 4.6 Electricity consumption has continued to reduce across the Council's operations. Building electricity consumption reduced to **3.77 million kWh**, from 3.95 million kWh in 2024/25. Street lighting consumption reduced slightly to **4.15 million kWh**, from 4.17 million kWh in 2024/25. Reductions in building electricity use have been driven by ongoing efficiency improvements and reduced usage at key sites, including ICT services and leisure centres.

Cost of doing nothing

- 4.7 The following graph compares the Council's actual expenditure on gas and electricity (blue bars) with the estimated cost that would have been incurred had energy consumption remained at 2018/19 levels (red bars). The green line shows total energy use in MWh. The sharp cost increase in 2022/23 and 2023/24 reflects high energy prices rather than increased consumption. Since 2018/19, the Council's investment in energy reduction measures has avoided an estimated **£1.19m** in gas and electricity costs compared with the business-as-usual scenario. The reduction in 2020/21 was due to lockdown as a result of the Covid pandemic.

Telford & Wrekin Becoming Carbon Neutral and Climate Change Adaptation - update report



Fleet (Scope 1 – Transport)

- 4.8 Fleet emissions increased in 2025/26, reflecting ongoing operational pressures and service requirements. Fuel consumption increased to **140,918 litres**, resulting in emissions of **355.7 tCO₂e**, compared with **331.8 tCO₂e** in 2024/25. This increase is partly linked to continued demand for operational vehicles across services and the use of the Enterprise Club Car Scheme, which staff can use instead of their own vehicles. This is resulting in a steeper reduction in business mileage than increase in fleet mileage, as set out below.
- 4.9 The Council already owns **17 battery electric vehicles (BEVs)**, representing approximately **14% of the current fleet**. Plans are in place to look at further electrification of the fleet and installation of charging points at office locations to support this.

Electric Buses

The Council is in the process of taking delivery of two Alexander Dennis Enviro100EV electric buses, following a successful trial in 2025. The buses will help reduce emissions, improve air quality and lower operating costs. As fully electric vehicles, they produce zero tailpipe emissions, eliminating exhaust emissions of harmful nitrogen oxides (NOx) and particulate matter (PM), and are expected to be up to 70% cheaper to operate than equivalent diesel buses.



The Enviro100EV consumes just 0.54 kWh per kilometre and will complement the existing electric vehicle used on the Council's home-to-school transport service. By reducing reliance on fossil fuels and supporting cleaner, more efficient transport, these buses will contribute to the Council's carbon reduction objectives while delivering long-term financial and environmental benefits.

Business Mileage (Scope 3)

4.10 Business mileage emissions have continued to reduce, indicating ongoing changes in working practices, travel behaviour and the way staff access vehicles for work-related journeys. Total mileage reduced to **943,468 miles**, resulting in emissions of **253.9 tCO₂e**, compared with **288.1 tCO₂e** in 2024/25. This reduction is likely to be driven by:

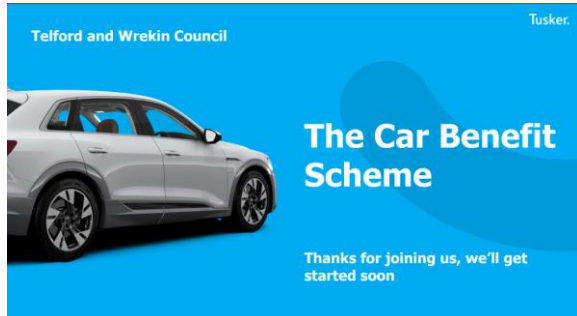
- continued use of alternative travel options, including the Enterprise Club Car Scheme, which completes around 5,000 trips per month with 282 employees signed up;
- changes in working patterns; and
- increased awareness and management of travel demand.

4.11 The downward trend in business mileage emissions is positive and shows that changes in travel behaviour can deliver measurable carbon savings. Continued focus on travel planning, remote working where appropriate, and low-carbon travel options will support further reductions.

Tusker Salary Sacrifice Car Scheme

Telford & Wrekin Council employees can access the Tusker Salary Sacrifice Car Scheme through the employee benefits platform. The scheme offers a range of **battery electric (BEV) and hybrid vehicles**, with no conventional petrol or diesel vehicles available,

helping staff make lower-emission travel choices. The scheme is proving popular, with **68 employees currently participating**, including **47 electric vehicles and 21 hybrids**, supporting the Council's commitment to cleaner and more sustainable transport.



Borough wide work

4.12 The Council continues to work with partners to progress the climate change agenda through the Climate Change Borough Partnership. Four partnerships act as subgroups to the overall partnership.

- Communities Climate Forum
- Telford Sustainability and Energy Cluster (TSEC).
- The Shropshire and Telford & Wrekin Integrated Care System Climate Change Board
- Shropshire Good Food Partnership.

Telford Sustainability and Energy Cluster

The Telford Sustainability and Energy Cluster continues to provide an important forum for major employers in Telford to come together, share learning and explore common challenges around sustainability and energy. At an event in February, participants heard from a range of speakers on environmental sustainability and the role of social value through procurement, including a presentation from the Council's procurement team.



- 4.13 During 2025/26, the Council continued to support a wide range of community-based climate and sustainability activity across the borough. This included ongoing work through the Communities Climate Forum and the annual Climate Change and Adaptation Conference, which brought together community groups, town and parish councils, voluntary organisations, public sector partners and businesses to share good practice, strengthen collaboration and identify practical opportunities to build local resilience. Engagement during the year highlighted shared priorities around improving communications, supporting the decarbonisation of community buildings and helping communities prepare for the impacts of extreme weather.
- 4.14 Specific activity included support for local environmental and reuse projects through Envirogrant and Veolia's Added Social Value Fund, continued promotion of waste minimisation and recycling messages, and engagement with partners such as Marches Energy Agency to promote Telford Energy Advice and Future Ready Homes through community events and partnership meetings. The Council also continued to support community adaptation by working with partners to promote local flood action, signpost funding opportunities and encourage town and parish councils and community organisations to consider practical emergency and resilience planning measures.
- 4.15 Other support was provided through the Councillors' Pride Fund. In February 2026, a grant was awarded to Dawley Youth Club to support a recycling project. The project will involve partners including Veolia, Severn Trent and local schools. Funding will be used to purchase PPE, litter pickers, publicity materials, bin bags and a recycling station. The initiative will be piloted through the youth club and, if successful, will be incorporated annually into Great Dawley's wider community environmental activity.

Plastic Free

- 4.16 The Council continues to take practical steps to reduce the use of single-use plastics across its operations. Services are asked to identify and implement a range of measures to replace disposable plastic items with more sustainable alternatives. A recent example is the Virtual Schools team, which has introduced reusable storage crates for its activities and transitioned to reusable craft materials, reducing the use of items such as plastic glitter and foam-based products.
- 4.17 The Council also continues to promote awareness and behavioural change through communications and engagement activities throughout the year. As part of this year's annual performance monitoring process, all Heads of Service were challenged to identify at least one new single-use plastic item or practice that can be removed from their operations over the next 12 months. To support this exercise, guidance and examples of good practice were provided to help services identify suitable opportunities. The outcomes of this work will be used to inform the Carbon Neutral Action Plan, ensuring that the Council continues to identify and

deliver practical measures to reduce plastic waste and support its wider environmental objectives.

Adaptation

- 4.18 During 2025/26, the Council continued to strengthen its approach to climate change adaptation, building on the Corporate Climate Change Risk Register adopted in 2024. The risk register will be continually reviewed and updated to reflect current and predicted climate hazards, including warmer wetter winters, hotter drier summers, heatwaves, wild fires, flooding and storms, and remains an important tool for identifying service risks, maintaining business continuity and supporting more resilient decision-making. Adaptation was reported to Environment Scrutiny during the year and is now being considered alongside wider business continuity planning, helping ensure that services are better prepared for extreme weather and future climate impacts. The Council will continue to work with partners, town and parish councils, and community organisations to support local emergency planning, strengthen community resilience, and identify practical measures and facilities that can support residents during emergencies, including extreme heat, flooding and other severe weather

Arthog Outdoor Education

Arthog provides outdoor education and adventurous learning opportunities for children and young people, helping to build confidence, resilience, teamwork and an understanding of the natural environment. During a period of extreme hot weather, the programme was adapted to reduce heat-related risks. Full-day activities were split into two shorter sessions, with young people returning to the centre at lunchtime so they could rest in the shade during the hottest part of the day. This reduced overall exposure to direct sun and helped lower the risk of heat-related illness, including heat stroke and dehydration. Water-based activities also used where appropriate to help keep participants cool and support safe participation during high temperatures



Next steps

- 4.19 The Council will continue to implement the actions contained within the Corporate Carbon Neutral Action Plan and monitor progress against its interim and long-term carbon reduction targets. Recognising that future emissions reductions are likely to become increasingly challenging, work is underway to review the next phase of

the Council's carbon reduction programme. This includes consideration of opportunities to further reduce emissions associated with the Council's estate and operations and will help inform the development of a longer-term carbon reduction pathway.

- 4.20 The Council is also working with community partners to explore opportunities through the Community Energy Fund. This work aims to identify opportunities to support community-based energy projects and wider climate resilience initiatives, which could help strengthen local sustainability, energy security and adaptation to climate change.

5.0 Alternative Options

- 5.1 The alternative option would be to take no further action, which would result in the Council failing to deliver on its climate change commitments. This approach carries significant reputational risk, particularly given the Council's role as a community leader. Neglecting issues such as building energy efficiency and renewable energy development would lead to increased fuel costs and missed income opportunities and to make savings that allow for further investment in front line services. It would also negatively affect the health, wellbeing, and economic resilience of businesses, communities, and residents across Telford & Wrekin.

6.0 Key Risks

- 6.1 Delivery of future carbon reduction projects may be affected by external factors outside the Council's direct control, including national energy policy, the availability of external funding, supply chain constraints, technological developments and delays to electricity grid connections. Such factors could impact the pace at which further emissions reductions can be achieved.
- 6.2 Risks associated with specific projects are monitored through the Council's existing governance, project management and risk management arrangements and will continue to be reviewed as the Council develops future carbon reduction and climate adaptation initiatives.
- 6.3 Climate change also presents an ongoing corporate risk to the Council's operations, assets and service delivery. More frequent and severe weather events, including heatwaves, flooding, storms and drought, may increase operating costs, disrupt services and place additional pressures on infrastructure and vulnerable residents. The Corporate Climate Change Risk Register has been developed to support the identification and management of these risks.

7.0 Council Priorities

- 7.1 The Council's work on climate change and sustainability is a direct response to the Council's priority "Our natural environment is protected, and the Council has a leading role in addressing the climate emergency". However, as a cross-cutting

agenda it also has a significant contribution towards all other Council priorities including:

- Every child, young person, and adult lives well in their community.
- Everyone benefits from a thriving economy.
- All neighbourhoods are a great place to live.
- A community-focussed, innovative Council providing efficient, effective, and quality services.

8.0 Financial Implications

- 8.1 The initiatives outlined in the report will be funded from a combination of Council funding, and external grant funding. Finance will provide ongoing support in relation to any bids for external funding as required. Scheme expenditure is monitored on a regular basis. Financial implications are considered as part of the Risk Register.

9.0 Legal and HR Implications

- 9.1 The Climate Change Act 2008 (as amended) establishes a legally binding target to reduce the UK's greenhouse gas emissions by 100% by 2050 when compared with the 1990 baseline. At a local level, Section 19(1A) of the Planning and Compulsory Purchase Act 2004 requires local planning authorities to include in their local plans, policies designed to secure that the development and use of land in the local planning authority's area contribute to the mitigation of, and adaptation to, climate change. In the management of its activities, provision of its services and performance of its functions, local Councils are able to play a vital role in meeting the challenges posed by climate change. The Council has wide scope to decide how best to address these challenges.
- 9.2 The Council has the legal power to undertake the activities set out in the report. Implementation of the proposals in this report may give rise to specific legal issues upon which legal advice will be provided as necessary.
- 9.3 There are no specific human resource implications arising from this report.

10.0 Ward Implications

- 10.1 This report has a borough wide impact.

11.0 Health, Social and Economic Implications

- 11.1 Climate change is expected to continue having a significant impact on the health, social, and economic wellbeing of residents in Telford and Wrekin. For example, the summer of 2025 and 2026 were the warmest on record, with prolonged heatwaves posing serious health risks, particularly to vulnerable groups such as older adults, children, and those with existing health conditions.

Telford & Wrekin Becoming Carbon Neutral and Climate Change Adaptation - update report

- 11.2 Many of the actions outlined in the Council's Climate Change Plan offer substantial health co-benefits, including improved air quality, increased access to green spaces, and better housing energy efficiency. These measures not only support climate resilience but also contribute to healthier, more equitable communities. The impact of climate change is also considered in the Council's Health and Well Being Strategy 2023-2027

12.0 Equality and Diversity Implications

- 12.1 The Council's Climate Change Action Plan and Adaptation Risk Register take account of the legal requirement to pay due regard to the aims of the Public Sector Equality Duty. Key to this is consideration of people's specific needs based on their protected characteristics.
- 12.2 People who share protected characteristics of age, race, ethnicity and disability are often disproportionately affected by climate change and its consequences. This is true locally and internationally. Extreme weather events, such as heatwaves, most detrimentally affect older residents and those with pre-existing respiratory and cardiovascular conditions. The success of our climate change activity relies on active participation by the whole community. Steps are taken to make sure that events are inclusive, and the differing needs of individuals are considered so that they can access activities and contribute effectively.

13.0 Climate Change, Biodiversity and Environmental Implications

- 13.1 This report sets out how Telford and Wrekin Council is addressing the current and future impacts of climate change and is therefore a key mechanism to support the Council's climate change work.

14.0 Appendices

- A Telford and Wrekin Council Carbon Neutral Action Plan
B Telford and Wrekin Strategic Climate Change Adaptation Risk Register

15.0 Report Sign Off

Signed off by	Date sent	Date signed off	Initials
Director	03/08/2026	17/08/2026	KK
Legal	03/08/2026	20/08/2026	EH
Finance	03/08/2026	18/08/2026	ER

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Telford and Wrekin Council Corporate Carbon Neutral Action Plan (updated July 2026)

The Corporate Climate Change Carbon Neutral Action Plan reflects the Councils' priorities for climate change; to decarbonise the Council's activities, explore renewable energy feasibility, support communities in decarbonisation and build resilience against the impacts of climate change.

The Action Plan is a living document and is monitored and updated by the Climate Change Team on a regular basis. It is formally reviewed and reported to Cabinet as part of the annual Climate Change Report.

1 Adaptation			
	Action	Comments	Lead Area
1.1	Update the Corporate Risk Register annually.	The Adaptation Plan Cabinet report and accompanying Corporate Risk Register was formally adopted on 16/05/24. Risk register has been updated for 2026 and will continue to be updated annually moving forward.	Climate Change & Sustainability
1.2	Annual updates on the progress of the Adaptation Plan to be shared with Environment Scrutiny Committee.	The Adaptation Plan now forms part of a wider Climate Change report which will be presented to Environment Scrutiny Committee as part of its review of the overall plan.	Climate Change & Sustainability

Action		Comments	Lead Area
2 Affordable Warmth			
2.1	Explore a group buying scheme for domestic solar PV and battery storage e.g. Solar Together or a local alternative.	This is currently being promoted through the Future Ready Homes scheme, working in partnership with the Marches Energy Agency. Other options will be explored should they become available.	Climate Change & Sustainability / Strategic Housing, Employment & Infrastructure
2.2	Explore carbon reduction proposals for future NuPlace developments.	Donnington Wood Way: Focus consultants have been appointed to undertake a post completion assessment of energy usage in the Future Homes properties. This has been delayed to ensure all defects had been resolved in advance of the assessment being undertaken. Station Quarter: Denmark House apartments have been completed and handed over with all properties achieving an EPC B. The Enterprise Car Share scheme, which will see two short term hire cars being stationed to the rear of Denmark House, is in place to be rolled out alongside the first tenants moving in in July 2026 and will encourage behavioural shift away from car ownership.	Prosperity & Investment
2.3	Promotion of energy efficiency activities addressing fuel poverty for eligible residents through Telford Energy Advice (TEA).	Embedded in business-as-usual service delivery with regular monitoring by the Strategic Housing	Strategic Housing & Regeneration

Action	Comments	Lead Area
		Team. This is used to monitor challenges facing residents and shape information shared via communication campaigns and to shape any new grant opportunities.
2.4	Develop support measures for residents most impacted by high energy rises but who fall outside the Government's definition of fuel poverty. This could include grants for renewable installations and insulation in conjunction with the Government's Great British Insulation Scheme (GBIS).	For Warm and Well, we have installed at 37 properties; this is almost exclusively a mix of windows and doors, but has been used for TRVs and other discretionary funding on occasion too. For Warm Homes Local Grant, year 1 (25-26) had 23 installations of a mix of measures, heavily involving Solar PV, windows and insulation top ups. There was 1 heat pump installed and 2 who had high heat retention storage heaters installed. For the second year of this programme, we have funding for approximately 45 properties.
2.5	Procure a second round of energy efficient lightbulbs to support vulnerable residents and those in fuel poverty.	5,172 LED bulbs have been distributed in 2025/26. signed up as distributors, with the last order being in April 2025. Since the scheme's inception in November 2022, a total of 22,384 LED bulbs have been distributed through 33 key community partners across the

Action	Comments	Lead Area
		borough to residents to support with the cost-of-living crisis. We will continue to engage with partners to evaluate a need for further orders.
2.6	To enforce the Minimum Energy Efficiency Standards on non-compliant landlords. Ensuring all private rented properties meet the minimum EPC rating.	Embedded in business-as-usual service delivery through the Private Sector Housing Team.
3 Biodiversity & Carbon Sequestration		
3.1	Explore use of green finance and accreditation in the management of TWC's open space which will also increase carbon capture and resilience.	BNG offsetting is still to be approved however mechanisms are being created should it be needed in the future. Currently at early stages of investigating suitability of Nature Towns and City accreditation for borough which would include more formalised strategic Green Infrastructure planning.
3.2	Developments to contribute towards the maintenance and/or extension of the borough's canopy cover (areas covered by trees) through various mechanisms to be defined through the Local Plan.	The emerging Local Plan has progressed through Examination in Public, with Main Modifications now consulted upon. While policies have evolved during plan preparation, the maintenance and enhancement of borough canopy cover remains a key theme throughout the Plan. The Vision establishes Telford and Wrekin as a "Forest Community" by 2040/41, with

Strategic Housing & Regeneration

Prosperity & Investment

Prosperity & Investment

Action	Comments	Lead Area
	a strong emphasis on retaining and expanding green infrastructure through new development. This is supported by Policy S2 (Nature Conservation), which requires development to protect, maintain and enhance biodiversity, and by Policy NE2 (Trees, Hedgerows and Woodlands), which seeks the retention, protection, management, and replacement of trees and woodland where necessary. The policy also requires developers to incorporate trees into scheme design using canopy cover data and woodland opportunity mapping, provide long-term management plans, and secure off-site planting where appropriate. In addition, Policy NE4 (Development Greening Factor) incentivises tree retention and new planting through a weighted scoring mechanism for major developments, with provision for off-site contributions to deliver green infrastructure enhancements, including tree planting, where on-site targets cannot be fully achieved. Together, these policies provide a robust framework to maintain and extend tree canopy cover across the borough through the planning process.	

Action	Comments	Lead Area
3.3	As LNRS is adopted by TWC, TWC to investigate funding opportunities to deliver climate beneficial projects on TWC land that align with LNRS priorities.	LNRS is now adopted and working with stakeholders to assist delivery. It will be used as evidence in both shaping BNG delivery and funding bids.
3.4	Create and enforce a biodiversity net gain commitment for new developments such as trees and hedges.	This is now law. Changes are proposed to exempt smaller developments. Local Plan however encourages non-exempt major developments to deliver a target of 20% net gain. Plan also requires provision that aligned with LNRS and prioritization of in-borough delivery.
3.5	Create and enforce green space requirements for new developments through development management.	Policy NE4 Development Greening Factor for major developments has made it through examination with minimal changes. It does not have the national greenfield premium but otherwise aligns with national system in NE's Green Infrastructure Framework. TWC is providing local guidance documents to assist developments in delivering local GI priorities. It also provides an option for developments to provide offsite benefits where onsite is not possible.

Action		Comments	Lead Area
4 Borough Resources/Waste			
4.1	Promote and, where able, support circular economy initiatives through the added value commitments within the Waste Services Contract.	Further continued investment of £10k has been agreed via the Veolia Added Social Value fund for 2026/27. Engagement of these initiatives and education on food minimisation is delivered jointly with Veolia, Since April 2024 over 100 tonnes of waste has been rescued and reused. Supporting a number of local charities with the offer of taking the reuse items for their charity work and charity sales. Also offering internal drop ins for TWC staff who work with residents who may need items from reuse.	Neighbourhood Services Contract Management and Performance
4.2	Reintroduce a food recycling service in council buildings with the potential to also engage schools.	Facilities Management update - Resources to implement are currently limited, however the position is subject to regular review. Waste Team update - Schools have control over which waste management provider they use. A full recycling service, including food, is offered to schools in Telford & Wrekin. Currently there are 6 schools signed up to food waste collections via our contract. It is not possible to confirm if / how many other schools have made their own arrangements.	Neighbourhood Services Contract Management and Performance

Action		Comments	Lead Area
5 Corporate Catering			
5.1	Explore school catering options with the aim to make council-run catering services low-carbon.	Three vans are currently hired to deliver food to nurseries and the option of switching to three electric / electric-hybrid vans is currently being investigated. Lack of onsite charging remains a barrier and is being investigated.	Catering Group
5.2	Explore single-use plastic free alternatives in catering for cling film and disposable gloves.	Options are currently being explored with a supplier and samples have been ordered. Quality, practicality and cost to be assessed before moving forward.	Catering Group
6 Corporate Estate			
6.1	Identify and deliver one community or publicly owned renewable energy project (e.g. new solar farm, solar streets, mine water district heating).	Several options are currently being investigated.	Climate Change & Sustainability
6.2	Implement new power settings and usage controls on laptops, monitors and printers to reduce energy usage when not in use.	Controls in place for all Corporate MFD printers to enter sleep mode after 15 minutes of inactivity. Implementing power settings on laptops has been complex due to hybrid working and different working patterns of staff. This means a single power plan isn't appropriate or practical. Therefore, as part of the Windows 11 deployment; staff now have the option on how to manage their own power settings.	Information and Digital Technology (IDT)

Action	Comments	Lead Area
		The default inactivity timeout is set to 600 seconds, this ensures that from a security perspective the screen lock is initiated and any set power plans would also be initiated.
6.3	Explore new opportunities to improve the energy efficiency of the council's Property Investment Portfolio (PIP).	Progress on energy efficiency improvements at Euston House has been explored; however, implementation has not been taken forward at this stage due to the funding requirements associated with the installation and the limited direct benefit to the Council in its role as landlord. Alternative delivery models, including proposals from an energy provider, were assessed but did not offer an acceptable level of financial risk. Opportunities to improve the energy performance of the Property Investment Portfolio continue to be considered. As part of this approach, the Council is currently undertaking an extension to a larger industrial unit at Hortonwood 45, with photovoltaic (PV) panels being incorporated within the project scope and build cost.
6.4	As part of the wider Levelling Up Fund-funded project to install LED lightning, solar panels, air source heat pump and upgraded thermal fabric to Telford Theatre, subject to survey.	The project design team have incorporated low power LED lighting, the reuse of existing PV and a thermal specification that goes beyond building regulation standards to increase the energy performance of the new Telford Theatre building.

Action	Comments	Lead Area
		Following the demolition of the former Oakengates nursery and auditorium, a revised construction timeline will be released in summer 2026, alongside the expected new opening date for the theatre.
6.5	Ercall Wood School (extension) to include LED lighting solar PV and upgraded thermal fabric.	Works completed in 2025/26 and included; upgraded thermal fabric; Solar PV; LED lighting; and EV chargers. Building handed over and in operation.
6.6	Investigate measures to improve energy efficiency at Unit 10 Horsehay (The Skills & Enterprise Hub).	Investigations ongoing to find funding sources to progress the project.
6.7	Captain Matthew Webb Swimming and Fitness Centre to be designed and constructed with sustainability at its core, incorporating low carbon technologies to reduce operational carbon emissions.	The project is designed with sustainability at its core, focusing on low energy consumption and zero carbon emissions, aligning with the Council's carbon neutrality target. The Dawley area, identified as having the highest unmet demand for swimming provision, was chosen after a thorough site review. Building currently under construction. Expected handover date July 2027.

Action	Comments	Lead Area	
6.8	Work with the Midlands Net Zero Hub (MNZH) to develop next phase of improvement works to key operational buildings.	Discussions ongoing to investigate feasibility of a shared heat network between several key operational buildings. Application has been submitted to HNES for feasibility study funding to progress these works. Application outcome expected to be received in early Autumn 2026.	Climate Change & Sustainability
6.9	Ensure the roll-out of new Council staff laptops is done sustainably.	Complete. New laptops (purchased in 2025) are all CO2 Offset and carry the Lenovo sticker to show this. As part of that delivery, we went for multi-ship devices - this meant that instead of one laptop or PC per box we had multiple, reducing packing materials. Where possible we used more sustainable shipping (such as rail or boat).	Information and Digital Technology (IDT)
6.10	Reduce paper usage in Council Office Buildings	Complete. To help reduce paper use, we reduced the number of MFD printers we have across our main buildings; reducing the overall fleet from 56 to 38.	Information and Digital Technology (IDT)
6.11	Continued improvement of energy efficiency and installation of renewable energy across core buildings	As part of the Council's wider decarbonisation programme, a series of building and energy appraisals are currently being undertaken to identify opportunities to improve energy efficiency and increase the use of renewable energy across the Council's core estate. Sites currently being investigated include Southwater Energy Centre, Telford Ice Rink, and	biT / Climate Change & Sustainability

Action		Comments	Lead Area
		Granville House. The outcomes of this work will inform future investment decisions and the development of a prioritised programme of actions.	
6.12	Ensure infrastructure is in place for future renewables on Council assets	We continue to work with NGED and NESO to resolve connectivity issues in Telford.	Climate Change & Sustainability
7 Highways & Transport			
7.1	Install charging points for electric vehicles at Darby House.	Further to grid reinforcement, 5 charging points will be installed as part of the Councils ongoing electrification of its fleet.	bIT
7.2	Develop and implement a Corporate Travel Plan minimising car travel for staff commuting and between offices.	Car club trials continue and electric vehicles are being considered depending on viability. HR to consider wider policy elements.	Strategic Transport & Highway Network Management
7.3	Deliver a borough-wide EV charging infrastructure programme through implementation of the Council's Electric Vehicle Strategy, including procurement of a multi-partner framework and deployment of up to 140 charging points across	The procurement of an electric vehicle framework and deployment across car parks in Telford and Wrekin took place in 2023 and Believ was appointed in 2024.	Strategic Transport & Highway Network Management

Action	Comments	Lead Area
	Council and third-party owned car parks, maximising external funding opportunities.	Deployment is ongoing. 63 EV charge points (126 sockets) are now live. An additional 13 EV charge points (26 sockets) are installed and waiting to be commissioned and a further 19 EV charge points (38 sockets) are in planning stages.
7.4	Local EV Infrastructure scheme	The consortium has completed procurement. Notification of the winning bidder is expected shortly. It is anticipated the first on-street EV charge points would be installed from late 2026 / early 2027 and then rolled out over a five-year period to 2031/32. The contract would operate for 15 years.
7.5	Review the Council's Fleet Services to ensure optimum efficiency and carbon reductions.	Review being undertaken to maximise utilisation of existing fleet to identify efficiencies and support a business case for further replacements with battery electric vehicles. To be completed by March 2027.
7.6	Improvements to bus and rail services through the development of the Local Transport Plan.	Patronage growing with the new contracts 21% higher than under the

Strategic Transport & Highway Network Management

Action	Comments	Lead Area
		previous contract in the same time frame.
7.7	Improvements to cycling and walking routes as well as a review of the Local Transport Plan to include a new Walking and Cycling Strategy.	Local Transport Plan is currently under review. The Oakengates to town centre scheme is complete.
7.8	Explore the provision of a 100% renewable fast charging electric vehicle forecourt.	Council will continue to support developers to bring forward EV charging forecourts where applicable.
7.9	Identify where natural flood management approaches and Sustainable Drainage Systems (SuDS) can be used to increase carbon sequestration.	This work continues to be considered on an opportunity-led basis, as there is currently no dedicated budget available to support a more strategic programme of Natural Flood Management (NFM) or Sustainable Drainage Systems (SuDS) measures aimed at increasing carbon sequestration.
7.10	Explore public car share schemes for residents such as Co Wheels Car Club.	Linked to 7.2, internal trial ongoing.
7.11	Increase the Council's use of battery electric vehicles as part of its corporate fleet	2 electric buses purchased, working with Arriva to ensure charging infrastructure is ready, once complete they will be in service on our supported routes.

Action		Comments	Lead Area
8 Investment and Business			
8.1	Introduce training and skills provision for industrial decarbonisation - including carbon literacy training, engagement with providers and specific apprenticeship schemes including the Retrofit Academy.	Training is now provided through Telford College.	Inward Investment and Business Support
8.2	Support for the Telford Sustainability and Energy Cluster.	TSEC held a conference in February 2026 regarding unlocking environmental sustainability and social value through procurement. Further events are being planned.	Inward Investment and Business Support
9 Planning Policy			
9.1	Use the review of the Local Plan to develop robust policy that supports and promotes a move to carbon neutrality. This includes consideration of how development will need to adapt to the impacts of climate change and promotes opportunities to maximise carbon sequestration in the future.	The Local Plan is now undergoing it's final round of consultation (Main Modifications) following the plan being submitted to the Planning Inspectorate and being subject to Examination in Public earlier in the year.	Strategic Planning
9.2	Investigate alternative ways to provide guidance to developers following the removal of Supplementary Planning Documents (SPDs) from the National Planning Policy Framework, including how the existing Climate Change SPD can be reviewed and updated given that new SPDs can no longer be adopted.	Initial investigations underway.	Strategic Planning

Action		Comments	Lead Area
10 Plastic Free			
10.1	Review single-use plastic used in the Council's procurement processes.	Climate change and environmental criteria are incorporated into procurement processes through supplier evaluation and contract documentation. The Council continues to review opportunities to strengthen oversight of supplier environmental performance, including approaches to reducing single-use plastics across the supply chain.	Place Based Commissioning, Procurement & Brokerage
10.2	Achieve plastic free accreditation for the borough by end 2027 (potentially first local authority to do so).	The Council remains an active member of the Plastic Free Taskforce and continues to work collaboratively with partners to progress the borough's ambition to achieve Plastic Free Community accreditation. Progress has been made in raising awareness and securing commitments from many local organisations, with ongoing activity focused on increasing participation and meeting the remaining accreditation requirements.	Climate Change & Sustainability
10.3	Review single-use plastic used in our Care sector: first aid / medical equipment, disposable aprons, vinyl/latex gloves are not widely recyclable – research and replace with sustainable alternatives where possible.	Sustainable alternatives to single-use plastics used within care services have been reviewed; however, for a number of clinical and care-related products, suitable alternatives remain limited or are not currently cost-effective. Opportunities to reduce environmental impacts continue to be	Adult Social Care

Action	Comments	Lead Area
		explored, including engagement with suppliers regarding refillable products and changes to service operations that reduce carbon emissions. Progress will continue to be monitored as new products and solutions become available.
11 Communications and Engagement		
11.1	Explore employee discount or salary sacrifice schemes to support employees with buying energy efficient purchases such as solar panels / battery installations.	Our current benefits platform contract comes to an end this year, so we will be sourcing a provider who is able to offer an equivalent salary sacrifice car scheme covering hybrid and electric cars. There are no plans to incorporate solar panel or battery installation as this is not offered by benefits providers.
11.2	Raise more awareness of climate change through events such as showcasing local food, stalls, speakers, activities and crafts etc.	Climate change awareness continues to be promoted through the Council's events programme, including the attendance of Marches Energy Agency at events in 2026, such as Spring into St George's Day, through its Telford & Wrekin Council funded Telford Energy Advice service. Shropshire Wildlife Trust also attends events, providing information on its climate change mitigation activities, including river catchment management initiatives designed to

Action	Comments	Lead Area
		help reduce flood risk through natural processes. The events programme supports opportunities for residents to access local leisure and cultural activities within the borough, helping to reduce the need to travel further afield. Information promoting active travel and public transport options is also provided as part of event communications and visitor guidance.
11.3	Develop and deliver an engagement programme for local schools, community groups, interest groups and residents to promote climate change and gauge ways to support/get involved with the Borough Partnership.	Borough Climate Change Partnership event took place on Friday 31st October at the Park Lane Centre. Leading up to the event, several engagement sessions were held with the Communities Forum group to help them re-focus and identify actions important to their groups ahead of the conference. Both the sessions and the conference itself were well attended and useful to the participants. Climate Change & Sustainability
11.4	Periodically hold a youth climate summit – as part of this promote and increase take-up of Eco-Schools programme.	A second Youth Climate Summit is being planned for 2026/27. Climate Change & Sustainability
11.5	Ensure that all employee benefits that would contribute to our carbon reduction and carbon offsetting targets are clearly identified in our employee benefits package.	This will be a consideration when looking at potential providers of our next benefits platform. We will continue to offer salary sacrifice scheme for both bikes and electric cars. Organisational Development

Action	Comments	Lead Area
11.6	Continue to roll out climate change awareness across the council via Ollie and through management and leadership meetings.	Ollie course "Climate Change: An Introduction" is now live. Next phase is to consider rolling out Carbon Literacy training.
11.7	Arrange screenings of the National Emergency Briefing for members and staff and support local community groups who are arranging their own screenings.	Screenings are currently being planned.
12 Performance and Monitoring		
12.1	Investigate the inclusion of additional Scope 3 emissions in the Council's baseline. This could be extended to include areas such as indirect emissions created by goods / services procured by the Council and those emissions as a result of waste generated.	We are currently looking at the feasibility of including further Scope 3 emissions as well as those already included in reporting.
12.2	Annually monitor & report on greenhouse gas emissions (CO ₂ e) of the Council's estate and services internally and publicly via corporate website.	Calculations for our 2025/26 carbon emissions are finalised. Please note water consumption emissions have been retrospectively removed due to lack of reliably accurate data. Six monthly reporting will continue during 26/27.
12.3	Re-establish a Council cross-working group to help support the ongoing review and monitoring of the plan.	This is currently being reviewed internally. Actions are led by individual services and reported on a rolling basis and for the annual reporting.

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Appendix B - Telford and Wrekin High Level Corporate Climate Change Risk Register

LAST UPDATED August 2026

Climate change adaptation refers to the process of building resilience against the current and predicted impacts of climate change.

To take a proactive, not reactive approach to climate adaptation, it is necessary that risks are identified, and measures are put in place to reduce their impact. The development of a Climate Change Risk Register forms a major part of this process.

This Corporate Climate Change Risk Register developed by Telford and Wrekin Council aims to identify the most critical risks that the Council's services and stakeholders will face. The register assesses the Council's risk to the current and predicted impacts of climate change using the four climate hazards as identified by the Met Office¹:

- Warmer, wetter winters
- Warmer, drier summers
- Extreme weather: heatwaves
- Extreme weather: flooding and storms

This Risk Register follows Telford and Wrekin Council's standard risk assessment method, ranking each risk using the 'likelihood' and 'impact' scoring matrixes (see below). Attached to each predicted risk is an accompanying mitigation measure. Predicted risks have then been given a revised likelihood and impact ranking to determine the effect of the mitigation measure if implemented. This allows the Council to determine the effect of the mitigation measure if implemented.

Definitions used in the risk register:

Likelihood of Risk Occurring

Likelihood	Definition
Very Low	May occur in exceptional circumstances
Low	Risk may occur in next 3 years
Medium	The risk is likely to occur more than once in the next 3 years
High	The risk is likely to occur this year
Very High	The risk has occurred and will continue to do so without further action being taken

¹ [UKCP18 Climate Change over land \(Met Office\)](#)

Impact of Risk if it does Occur

Descriptor	Financial	Reputation	Physical	Environmental	Service
Very Low	None	None	None	None	None
Low	<£50K	Minimal/ minimal media/ social media	Minor	Minor locally	Internal disruption only, no loss of service
Medium	£50K £1m	to Extensive local media/social media	Violence or threats of serious injury requiring medical treatment	Moderate locally	Disruption/ loss of service less than 48 hours
High	£1m to £5m	National media/social media	Extensive/ multiple injuries	Major local impact	Disruption/ loss of service less than 7 days
Very High	>£5m	Extensive national media (lead item)/social media	Extensive multiple injuries/ death	Major national/inter national	Severe disruption/ loss of service more than 7 days.

Ref	Risk	Result	Likelihood Without Controls	Impact Without Controls	What are we doing to manage the risk? (Controls)	Principal Risk Owner	Likelihood With Controls	Impact With Controls
Severe weather: extreme heatwaves								
1.1	Potential for roads to melt and deform	Additional maintenance expense on carriageway	High	High	Incorporate Polymer Modified Binders within surfacing to increase the allowable range of the material and therefore decrease the likelihood of deformation. This is an ongoing solution with the Council partnered with Balfour Beatty and Tarmac.	Highways & Engineering	Medium	Medium
1.2	Information and Digital Technology (IDT) issues: - Cabling - overheating of comms- rooms - switches infrastructure - impact to networks communication - voip call centres. - Schools power outages	Disruption to the overall communications network. Increased pressure on Information and Digital Technology (IDT) team to resolve IT issues. Impact to staff wellbeing. Online council services unable to run.	Medium	Medium	Maintenance contracts for air-conditioning are up to date and services conducted regularly. This is an ongoing solution with contracts already in place. All services maintain business continuity plans addressing impact of loss of online services	Information and Digital Technology (IDT)	Medium	Medium

1.3	Increase in potential of wildfires	Property damage and risk to human life, increased air quality exceedances, increased use of water. Increase demand on services. Economic impact - property loss Evacuation of areas of housing. Cost of ongoing welfare support.	High	High	Thorough planning to ensure that all new builds have a fire break between boundary of site and open fields. Education and awareness raising - emergency planning preparedness. This is an ongoing solution.	Council Wide	Low	High
1.4	Health risks: Increase in heat stress	Increased incidents of heat related health impacts/illnesses In particular, those who are vulnerable, elderly, those with heart and respiratory conditions and diabetes. This is likely to be significant for people with care and support needs, families, and carers and within the care workforce. Subsequent impact is that there will be an increase in demand on health and care services and the	High	High	Ensure that estate is equipped with cooling infrastructure - ideally powered by on-site renewables to reduce running costs Ensure vulnerable residents are supported in times of extreme heat to reduce demand of NHS. Working with public health and health protection teams to promote ways to reduce heat stress – to staff and residents.	Public Health	Low	Medium

		potential lack of capacity to deliver business as usual services and address additional demand. Care settings close leaving vulnerable people without care. Care Home Market is usually at 94% occupancy so there are no alternative locations easily available. Care settings come to the council to increase fees to support installation of climate management systems.						
1.5	Infrastructure risk: access to records limited due to server failure and / or computer failures due to overheating.	Employees are unable to view people's records to enable a full picture of the person's needs. Business Continuity Plans will be instigated which will include information at a point in time but long periods of time without records will have an impact on the person, their family and the people who are providing the care and support needed.	Medium	High	This is part of the current Business Continuity Plans and procedures are already in place to ensure a copy is available should the servers fail.	Council Wide	Very Low	High

1.6	Heatwaves pose a health risk to vulnerable residents in the Borough, i.e. elderly and young children.	Increased cases of sunstroke/dehydration/ heat-related deaths.	Very High	Very High	Work with Town and Parish Councils and other community organisations to identify the most vulnerable residents in their communities. Map and signpost cool spaces for community use. Work with Town and Parish Councils and other community organisations to promote this Support the creation of a 'information pack that is circulated to Members, alongside the delivery of an in-person 'deep dive' Members session that covers climate change, community impacts and adaptation. An Emergency Plan template has been developed and shared with Town and Parish Councils to be reviewed annually to enable them to add a climate lens on to any emergency they may need to prepare for. Support the creation of awareness and education materials for	Public Health	High	Medium
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					members on sunstroke/dehydration. Use a range of materials: online/postal/displays in community 'hubs' (i.e. libraries).			
Ref	Risk	Result	Likelihood Without Controls	Impact Without Controls	What are we doing to manage the risk? (Controls)	Principal Risk Owner	Likelihood With Controls	Impact With Controls
Severe weather: extreme rainfall and storms								
2.1	Increased high wind events causes trees to come down on the highway, impacting the resilience of the network (connectivity). Increase flooding events will majorly impact the resilience of the highway network (connectivity), including: Increased rate of deterioration of roads. Physical damage to roads requiring repair.	Additional demand on resources Additional maintenance expense on carriageway Reduced connectivity and mobility Increased numbers of property flooding Need to re-prioritise investment.	Very High	High	Prioritise the response within the resources available. This is an ongoing solution with the Council partnered with Balfour Beatty.	Highways & Engineering	Very High	Medium

	Working capacity of drains reduced leading to more frequent exceedance. Increased Land Drainage investigations and enforcement. Increased emergency response and deployment of flood barriers. Increased number of enquiries from public. Reduced strategic development and delivery.							
2.2	Damage to buildings roofs. Reduction/cancellation of services – reputational impact. Health and safety of outdoor activities. Access to facilities Staff being able to get into buildings.	Building closures. Event cancellations. Increased construction specifications. Financial costs- viability and repairs. More at risk of deterioration.	Very High	Medium	Building condition surveys. Maintenance contracts. Facility checklists. Written operating procedures/risk assessments and emergency action plans. New developments chosen in suitable locations with good green and grey	biT	High	Medium

	Damage to historic assets.				infrastructure (traditional stormwater infrastructure in the built environment). Effective policy to ensure sites are conditioned and infrastructure delivery. Manage council owned assets and review Risk Register.			
2.3	Flash flooding affecting areas away from rivers.	Residents/communities who are not experienced with flooding are significantly impacted due to ill-preparedness.	Very High	High	Town and Parish Councils/members to input into list of emergency flooding contacts for their areas. Support the creation of a 'disaster pack' that is circulated to Members, alongside the delivery of an in-person 'deep dive' Members session that covers climate change, community impacts and adaptation. An Emergency Plan template has been developed and shared with Town and Parish Councils to be reviewed annually to enable them to add a climate lens on to any emergency they may need to prepare for, including flooding. This will form part of BAU for	Climate Change & Sustainability	High	Medium

					disaster planning in each ward. Learn/knowledge share from wards who have more experience in adapting to flooding events (I.e., Ironbridge). Members to help, where appropriate, with practical measures such as supporting with/promoting actions e.g. clearing drains.			
Ref	Risk	Result	Likelihood Without Controls	Impact Without Controls	What are we doing to manage the risk? (Controls)	Principal Risk Owner	Likelihood With Controls	Impact With Controls
Hotter / drier summers								
3.1	Increase in air particulates leads to worsening air quality.	Increase in respiratory illness increase in excess morbidity, mortality. School closure impact on communities, increase in demands on health care services – Telford and Wrekin may be impacted from pollution that arises outside its boundary.	High	High	Education and awareness. This is an ongoing solution with the Council partnered with UKHSA, DEFRA and ICB. Potential for changes in working patterns - starting earlier - longer midday breaks finishing later.	Environmental Health	Low	Medium
3.2	Mechanical cooling insufficient	An increase in cooling infrastructure (air	Very High	Medium	Temporary portable Air Conditioning units.	biT	High	Medium

3.3		conditioning installations) and energy consumption for cooling. Telford Ice rink cooling system fails. Significant loss of income if Ice rink closes. Increase costs of running cooling infrastructure/ replacing broken cooling infrastructure. More money is spent on energy and less on other services.			Ensure new and refurbished buildings have sufficient systems to maintain the required environmental conditions. Switch to greener cheaper energies, fabric insulation. New buildings designed with greater insulation to avoid extremes heat or cold. This is under ongoing review.			
	Increased risk of long-term drought/water shortages.	Long-term drought and water scarcity will impact everyone living and working in the Borough	High	High	Support in the creation of awareness and education materials for members that address water shortages to circulate within the community. Work alongside Town and Parish Councils and community organisations to encourage behaviour change during periods of drought – e.g. water rationing. Encourage residents to collect water.	Climate Change & Sustainability	High	Medium

Ref	Risk	Result	Likelihood Without Controls	Impact Without Controls	What are we doing to manage the risk? (Controls)	Principal Risk Owner	Likelihood With Controls	Impact With Controls
Severe weather: - extreme heatwaves - extreme rainfall and storms								
4.1	Infrastructure risk: lack of access to health services	Due to current and future infrastructure challenges, travel and public transport options may be severely limited for residents. This will impact on their ability to receive timely support for their needs which will subsequently cause an increase in demand on health services as people are unable to receive the preventative support at the right time. This could also mean that people are unable to receive/access emergency care when needed which could potentially result in an increase in deaths.	Very High	Very High	This forms part of the Council's emergency response, alongside the Integrated Care System. Guidance would be shared with all staff and promoted to residents about how to keep safe and access health services in potentially different ways.	Public Health	High	Very High
4.2	Pressure on Health Systems – GP and Hospitals.	Increase risk of health complications and death in vulnerable people.	Very High	High	This forms part of the Council's emergency response, alongside the Integrated Care System.	Public Health	Very High	High

					Guidance would be shared with all staff and promoted to residents about how to keep safe and access health services in potentially different ways.			
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