



Borough of Telford and Wrekin

Communities Scrutiny Committee

12 February 2026

Community Action Team Partnership

Cabinet Member:	Cllr Richard Overton, Deputy Leader and Cabinet Member for Highways, Housing and Enforcement	
	Cllr Carolyn Healy, Neighbourhoods, Planning & Sustainability	
Lead Director:	Dean Sargeant – Director: Neighbourhood & Enforcement Services	
Service Area:	Waste & Neighbourhood Performance Services & Neighbourhood Enforcement	
Report Author:	Debbie Germany – Head of Waste & Neighbourhood Performance	
	Paul Fenn – Head of Neighbourhood Enforcement	
Officer Contact Details:	Tel: 01952 384384 01952 382107	Email: Debbie.germany@telford.gov.uk Paul.fenn@telford.gov.uk
Wards Affected:	As Noted in the Report	
Report considered by:	SMT 3 rd February 2026	

1.0 Recommendations for decision/noting:

Communities Scrutiny Committee is recommended to:

- 1.1 Note the partnership working of the Community Action Team with Town and Parish Councils and the success of this partnership to date; and
- 1.2 Consider any further opportunities for enhancement of the Community Action Team offer in tackling local priorities.

2.0 Purpose of Report

- 2.1 This report is intended to provide Communities Scrutiny with an overview of the Community Action Team partnership with town and parish councils.
- 2.2 In doing so, this report offers Communities scrutiny the opportunity to build on the success to date and provide areas of enhancement to give greater focus on addressing issues locally.

3.0 Background

- 3.1 Civil parking enforcement powers transferred to Telford & Wrekin Council in January 2020 from West Mercia Police. As part of these new enforcement powers, working with town and parish councils, provided an opportunity to develop a partnership approach to tackling local issues such as problematic parking, fly tipping and anti-social behaviour.
- 3.2 In 2021, the offer of enhanced maintenance, local enforcement and environmental liaison developed into the Community Action Team, known locally as CAT. These multi-disciplinary teams are an evolution of parish environmental teams that bring together enhanced place-based maintenance and neighbourhood enforcement.
- 3.3 In developing the partnership locally, town and parish councils were offered the ability to secure additional locally led services which includes:
 - Neighbourhood enforcement
 - Added value grounds and cleansing (work not in scope of the core operation)
 - Area engagement through a dedicated officer to support liaison, inspection and reporting
- 3.4 Town and parish councils were given the opportunity to purchase all or elements of the partnership offer with the support of 50% funding being provided by Telford & Wrekin Council.
- 3.5 In April 2024, using feedback from town and parish councils, the partnership was refined to provide a longer duration up to March 2029 with the option for fixed or flexible pricing to assist with budgetary management.
- 3.6 Partnering parish and town councils that utilise this opportunity in some form include:
 - Dawley Hamlets Parish Council
 - Donnington & Muxton Parish Council
 - Great Dawley Town Council
 - The Gorge Parish Council
 - Hadley & Leegomery Parish Council
 - Hollinswood & Randlay Parish Council
 - Ketley Parish Council
 - Lawley & Overdale Parish Council
 - Madeley Town Council

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- Newport Town Council
 - Oakengates Town Council
 - St Georges & Priorslee Parish Council
 - Wellington Town Council
 - Wrockwardine Wood & Trench Parish Council
- 3.7 The Community Action Team partnership provides opportunity to focus on local priorities over and above that provided by Telford & Wrekin Council. Utilising collective resource provides the ability to deliver better outcomes locally.
- 3.8 The enhanced neighbourhood enforcement offer includes the following services;
- Engagement outside schools to promote safe parking
 - Patrol identified problematic parking hot spots (not outside schools)
 - Undertake environmental investigations such as fly tipping investigations, dog fouling, littering and overgrown vegetation
 - Hold monthly meetings supported by a detailed action plan with feedback on activities undertaken and the impact made
 - Develop working relationships with West Mercia Police Safer Neighbourhood Teams (SNT's)
 - Deployment and management of CCTV in identified areas (where purchased)
 - Community engagement for appeals via Telford & Wrekin Watch
 - Targeted support via the mobile CCTV hub
 - Direct communication with Clerks to support action planning and response
 - Attend events/meetings as required
- 3.9 For grounds and cleansing, the offer of enhanced environmental maintenance services include a dedicated public realm team to compliment the routine maintenance provided by the council's core operations. This offer also provides the ability to deliver local smaller projects.
- 3.10 The two-person public realm operative team has light hand tools such as strimmer and hedge cutter and an electric vehicle (where requested). The team is supported by an annual budget of £5,000 for materials which is allocated to the parish or town council.
- 3.11 The list below is not intended to be exhaustive but provides examples of value added tasks from the public realm team:
- Removal and/or maintenance of shrub beds
 - Edging of footpaths
 - Sign cleaning
 - Painting litter bins, bollards or other street furniture such as fencing and railings
 - Maintenance (mowing/strimming) of land where ownership is unclear
 - Planting and maintenance of bulb areas or annual bedding plants /planters
 - Enhancing areas e.g. areas outside local centres or community areas
 - Vegetation clearance/trimming
 - Gritting of footpaths (adopted)

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3.12 The Environment Community Liaison Officer oversees the work of public realm team which includes management and delivery of projects while monitoring hot spot areas to identify local issues and liaise with Clerks, local groups and residents.

3.13 The community action team partnership continues to go from strength to strength with the following examples of the impact made locally:

- Lawley & Overdale Parish Council reported dog fouling issues within a specific location. Targeted patrols, CCTV and additional signage resulted in a reduction of reports by 58% over a 12 month period.
- Monthly evening patrols target nuisance parking across identified hotspot areas. This focused activity resulted in the issuing of 12 Penalty Charge Notices in one evening while removing the historic problem.
- The public realm team complete regular inspections in hot spot locations while undertaking ad-hoc work. Not all jobs are recorded due to the responsive nature of some of the work. However, to date over 21,000 regular inspections have been completed alongside over 2,400 jobs.

4.0 Summary of main proposals

4.1 This report provides an update to the Communities Scrutiny Committee on the success of Community Action Teams (CATs) across the borough.

5.0 Alternative Options

5.1 If the Community Action Team model were to be removed, neighbourhood enforcement activity would revert to timescales that align to borough wide priorities and pressures. This has the potential to reduce the ability to focus on hotspot areas, respond quickly to emerging issues, and share real-time updates. This has the potential to dilute the current enforcement offer through the partnership.

5.2 For grounds and cleansing, additional work would need to be scheduled alongside borough wide priorities. This has the potential to be slower and would reduce the flexibility, monitoring of issues, and delivery within local areas.

6.0 Key Risks

6.1 With the partnership in place, enforcement activity benefits from far greater flexibility, enabling teams to proactively prioritise hotspots, respond quickly, and share real-time updates.

6.2 Grounds and cleansing operations also gain from enhanced responsiveness, supported by deep local knowledge and a clearer understanding of community needs.

7.0 Council Priorities

7.1 The Community Action Team supports the delivery of the following council priorities.

- Every child, young person and adult lives well in their community
- All neighbourhoods are a great place to live
- Our natural environment is protected – we take a leading role in tackling the climate emergency
- A community-focused, innovative council providing efficient, effective and quality services

8.0 Financial Implications

8.1 The Community Action Team's operate on a joint-funding model, with 50% match-funding provided by Telford & Wrekin Council.

8.2 There are no immediate additional budgetary requirements arising from this report as all match funding is included within the latest Medium Term Financial Strategy. Any future changes or enhancements to the current partnership model would be subject to separate financial assessment and approval through the council's established budget-setting processes.

9.0 Legal and HR Implications

9.1 The Council has the ability to enter into agreements with Town and Parish Councils to provide enhanced services.

9.2 There are no direct legal implications arising from this report.

10.0 Ward Implications

10.1 The Community Action Team partnerships are located within Parish and Town Councils as outlined in this report. Where partnerships do not currently exist, these areas form part of the council's core function which is subject to the balance of competing priorities.

11.0 Health, Social and Economic Implications

11.1 Grounds and cleansing services focus on our green spaces and enhancing the natural environment which are known to bring health benefits for residents and visitors, as well as attracting visitors to the borough.

11.2 The reduction in immediate responses and local engagement could have an impact on how connected residents feel to enforcement services. Without prompt updates or visible interaction, communities may feel less informed about what is happening locally, which might lead to reduced participation in reporting issues.

12.0 Equality and Diversity Implications

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- 12.1 The services provide benefit to all residents and visitors with the delivery of projects, monitoring and enforcement of areas for all our communities.
- 12.2 Neighbourhood enforcement supports positive parking, allowing those with disabilities to park in suitable parking bays.
- 12.3 Added and more frequent environmental standards such as path clearance and leaf sweeping improve accessibility with tailored local knowledge to the local community.
- 12.4 Removing the partnership model could reduce the ability to deliver tailored enforcement and engagement in diverse communities. The partnership enables the council to respond quickly to localised issues which helps build trust and inclusion.

13.0 Climate Change, Biodiversity and Environmental Implications

- 13.1 Grounds and cleansing projects will deliver projects to enhance biodiversity such work to support Friends of Groups on Local Nature Reserves and planting of wildflower areas. Electric vehicles and tools are utilised where possible as part of the partnership.
- 13.2 Reducing or removing the partnership model may make it more challenging to maintain proactive environmental management. Without localised enforcement and quicker response times, issues such as fly tipping, litter and dog fouling may take longer to address. A reduction in hotspot monitoring and community engagement may also limit the early identification of problems, potentially affecting local biodiversity where unmanaged waste or invasive species can disrupt ecosystems.

14.0 Background Papers

- 14.1 None

15.0 Report Sign Off

Signed off by	Date sent	Date signed off	Initials
Director	21/01/2026	22/01/2026	DRS
Finance	30/01/2026	03/02/2026	PT
Legal	30/01/2026	03/02/2026	RP