

NON-CONFIDENTIAL



## **Borough of Tamworth**

16 October 2012

Dear Councillor

You are hereby summoned to attend a **meeting of the Council of this Borough** to be held on **TUESDAY, 23RD OCTOBER, 2012** at 6.00 pm in the **COUNCIL CHAMBER - MARMION HOUSE**, for the transaction of the following business:-

### **AGENDA**

**NON CONFIDENTIAL**

- 1 Apologies for Absence**
- 2 To receive the Minutes of the previous meeting** (Pages 1 - 10)
- 3 Tamworth Listens report** (Pages 11 - 56)

Report attached and brief presentation to further debate

*(Members are invited to debate what their views are about Tamworth, present and future)*

Yours faithfully

A handwritten signature in black ink, appearing to be 'A. OOT', written over a circular stamp or mark.

**CHIEF EXECUTIVE**

*People who have a disability and who would like to attend the meeting should contact Democratic Services on 01827 709264 or e-mail [committees@tamworth.gov.uk](mailto:committees@tamworth.gov.uk)*

*preferably 24 hours prior to the meeting. We can then endeavour to ensure that any particular requirements you may have are catered for.*

Marmion House  
Lichfield Street  
Tamworth



## **MINUTES OF A MEETING OF THE COUNCIL HELD ON 11th SEPTEMBER 2012**

**PRESENT:** Councillor T Clements (Chair), Councillors L Bates, M Clarke, S Claymore, D Cook, C Cooke, M Couchman, S Doyle, J Faulkner, K Gant, M Gant, M Greatorex, A James, R Kingstone, A Lunn, M McDermid, R McDermid, K Norchi, J Oates, S Peuple, R Pritchard, E Rowe, P Seekings, P Standen and M Thurgood

The following officers were present: Anthony E Goodwin (Chief Executive), John Wheatley (Executive Director Corporate), Jane Hackett (Solicitor to the Council and Monitoring Officer), Andrew Barratt (Director - Assets and Environment), Stefan Garner (Director of Finance), Lara Allman (Democratic & Election Services Officer) and Bernadette Flanagan (Elections Officer)

### **31 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors J Garner, B Beale, D Foster, and G Hirons.

### **32 TO RECEIVE THE MINUTES OF THE PREVIOUS MEETING**

The minutes of the meeting held on 11 July 2012 were approved and signed as a correct record.

*(Moved by Councillor D Cook and seconded by Councillor R Pritchard)*

### **33 DECLARATIONS OF INTEREST**

There were no Declarations of Interest.

### **34 TO RECEIVE ANY ANNOUNCEMENTS FROM THE MAYOR, LEADER, MEMBERS OF THE CABINET OR THE CHIEF EXECUTIVE**

#### **Announcement by Councillor D Cook**

Given the continued ill health of Councillor Brian Beale the Committee Members have been changed. Democratic Services have received a copy of the new Committee Structure and a copy will be sent to the Leader of the opposition.

**Announcement by Anthony Goodwin (Chief Executive)**

Given the nature of the Questions to Council regarding the Scrutiny Meeting the Chief Executive has agreed to accept the questions but after speaking to the Solicitor of the Council it has been agreed that she attend the meeting after these questions have been asked.

**35 QUESTION TIME:****QUESTIONS FROM MEMBERS OF THE COUNCIL NO.1**

**Under Procedure Rule No 11, Councillor R Pritchard will ask the Leader of the Opposition the following question:-**

"The Labour Candidate for the PCC elections is on the Shadow Crime board, and therefore is selecting the independent members that will scrutinise the Police and Crime Commissioner. Does the Leader of the Opposition share my concern that individual who could be running Tamworth Police is selecting the individuals that would scrutinise her or her opponent?"

**The Leader of the Opposition gave the following reply:**

No, I do not agree with Councillor Pritchard

**Supplementary Question**

So you will not be raising this issue with your party colleagues?

**The Leader of the Opposition gave the following reply:**

Such conversations are for party colleagues and as such I do not wish to share with the Conservative Party.

**QUESTIONS FROM MEMBERS OF THE COUNCIL NO.2**

**Under Procedure Rule No 11, Councillor M Couchman will ask the Portfolio Holder for Environment and Waste Management, the following question:-**

"Not withstanding the very wet summer which has led to prolific vegetation growth, does the Portfolio Holder accept that the Weed Management provision provided by Staffordshire County Council is not fit for purpose, and can he tell us if there are any proposals to review that contract"

**The Portfolio Holder for Environment and Waste Management gave the following reply:**

All SCC owned and managed highways and associated footpaths are sprayed by the CC contractors, and are the sole responsibility of SCC. Tamworth Borough Council does not incur any charges for this work, however conversely we have no control of these assets as they are the responsibility of SCC.

In respect of our own assets the majority of which are the paved areas outside of shops within housing areas, we use our reverse agency agreement with the CC to facilitate weed control.

### **Supplementary Question**

The contract costs £6,280pa. Do you not think this could be better spent by using operatives in house?

**The Portfolio Holder for Environment and Waste Management gave the following reply:**

No

## **QUESTIONS FROM MEMBERS OF THE COUNCIL NO.3**

**Under Procedure Rule No 11, Councillor J Faulkner will ask the Leader of the Council, the following question:-**

"At the Aspire & Prosper Scrutiny Meeting held on 29 August 2012, Councillor Michelle Thurgood called into question the professionalism of a senior officer of this Council. What disciplinary action has been taken against Councillor Thurgood's unjustifiable and outrageous statements?"

**The Leader of the Council gave the following reply:**

I totally agree with Councillor Faulkner, the professionalism of any Officer should never be brought into question and **especially** in a public forum.

If any member is either dissatisfied or has evidence of incompetence, it should be brought to the attention of the CEO.

That said; members do have the right to question and indeed challenge officer's advice **provided it is done so in a respectful, proportionate and balanced manner.**

Whilst I was not present at the meeting, it has been suggested that the boundary between **robust challenge** and **questioning officer professionalism** may have been crossed. Since hearing this three significant actions have been undertaken

1. Councillor Thurgood has met with the Solicitor to the Council and offered a full apology. This apology was supported by a written apology by E-mail straight afterwards. I believe that Cllr Thurgood recognised that her approach may have been taken wrongly and sought to make amends for any offence that may have been taken. This was not prompted by me, nor any member of my group.
2. I have agreed to meet with the Solicitor to the Council, the CEO and the Solicitors line manager to discuss and agree where we go from here and how we avoid any future repetitions; and

3. I have asked the CEO to contact the LGA member support team with a view to engaging possible peer support for all newer members in order to improve standards, agree protocols and clarify how to conduct themselves in committees. I do not wish to see any of the 30 members of this chamber lose their passion for this town or how our policies interact with the public, but we must be careful to understand we are all in this together.

None of these actions preclude any officer concerned pursuing whatever course of action they feel appropriate. There are procedures in place to deal with situations and it is our responsibility as members to let them run their course as governance demands.

### **Supplementary Question**

While I welcome what the Leader of the Council has said, nevertheless the apologies were in private and the inappropriate comments made by Cllr Thurgood were in public. I feel a more public apology is required.

### **The Leader of the Council gave the following reply:**

I am pleased that Cllr Faulkner has feelings on the matter.

## **QUESTIONS FROM MEMBERS OF THE COUNCIL NO.4**

**Under Procedure Rule No 11, Councillor J Faulkner will ask the Leader of the Council, the following question:-**

"It is a fundamental principle of Scrutiny that Scrutiny Committees are independent of the Cabinet and are not subject to any control by the Cabinet. However, at the Aspire & Prosper Scrutiny Meeting held on 29 August 2012, Councillor Cook was contacted by Conservative members of that Committee who were seeking direction. What explanation can justify Councillor Cook's interference in the Committee which was contrary to this fundamental principle?"

### **The Leader of the Council gave the following reply:**

The explanation in truth is simple:

They Rang me!

I simply responded to a telephone call during which I was asked for my view on an issue relating to the Constitution.

At no time was I asked and nor did I seek to influence any issue under 'Scrutiny'. I have been Leader long enough to know that would be wrong.

I shared my view on the matter in question having first sought the opinion of the CEO. I understand that same route was taken by the Solicitor to the Council at the request of members.

I do not believe they rung me as Leader of this Council, but as an experienced colleague who might offer fresh insight or be aware of where to get it.

I would hope that any Leader would offer the benefit of their knowledge and experience irrespective of politics.....Governance is key to effective scrutiny and I make myself available to any Member.

### **Supplementary Question**

Can you give assurance you will think twice prior to giving advice to scrutiny on a governance or scrutiny issue?

### **The Leader of the Council gave the following reply:**

That's not for me to comment on what goes on within my party. I'm sure I've heard this said somewhere before.

## **QUESTIONS FROM MEMBERS OF THE COUNCIL NO.5**

**Under Procedure Rule No 11, Councillor C Cooke will ask the Portfolio Holder for Core Services & Assets, the following question:-**

"In your view would you accept that a small advert over two weeks in the Tamworth Herald adequately fulfills the duty to consult with the Local Community on the sale of Council owned open space land, as expressed within the meaning our Tamworth Local Plan, saved policy ENV 13?"

### **The Portfolio Holder for Core Assets & Services gave the following reply:**

Yes

### **Supplementary Question**

Would Councillor Pritchard agree to arrange to meet with me in order to discuss the policy generally and a particular case I have in mind?

### **The Portfolio Holder for Core Assets & Services gave the following reply:**

Yes I would. I believe I am aware of the case that you are referring to. The land sale was drive by anti social behaviour experienced by some residents so would you also consider inviting the residents this affects and explaining why you do not agree with them?

## **QUESTIONS FROM MEMBERS OF THE COUNCIL NO.6**

**Under Procedure Rule No 11, Councillor C Cooke will ask the Portfolio Holder for Core Services and Assets, the following question:-**

"Under the Council Tax and Housing benefits system rules in place there is a 100% DWP subsidy to Tamworth Council for all benefits payments made. But where payments are found to be wrong the system allows for only a 40% subsidy

to be paid to Tamworth Council - however the Council is then allowed to keep any overpayments that are recovered. This may lead to a position of loss or profit to Tamworth Council depending on a number of pre-coded factors describing how the overpayment came about. Can you tell me what loss or a profit this system of subsidy has given Tamworth Council for the latest known accounting period of one year?"

**The Portfolio Holder for Core Assets & Services gave the following reply:**

Due to the technical nature of the answer to this question a written Response will be provided.

**Written response:**

Local Authorities receive, for the greater part of qualifying benefit expenditure they incur, a direct subsidy of 100% from the Department for Work and Pensions. However, in some areas of expenditure, lower overpayment subsidy rates apply.

Qualifying expenditure is the total of Housing Benefit and Council Tax Benefit paid by an authority during the relevant financial year, subject to certain deductions. The deductions are

- modular improvement schemes (rent rebate only), unless the authority qualifies for exemption
- rent free weeks and credits
- awards to tenants
- prior year overpayments – including recovered Departmental error overpayments
- uncashed instruments of payment
- recovered payments on account which occurred in a previous year
- expenditure on modified schemes

Qualifying expenditure for current year overpayments is the net sum of gross payments made, less overpayments identified for current year awards.

The areas of benefit spending which attract a lower rate of subsidy include certain types of overpaid benefit. However, it is not as straight forward as assuming that the Council is reimbursed a flat rate of 40% subsidy where overpayments have subsequently occurred.

The level of subsidy received depends on the reason for the overpayment. Overpayment classifications are;

Eligible (customer error or other error)	40%
Local Authority/Administrative delay error	0%, 40% or 100%,

depending on whether or not the authority has reached a threshold figure. If Local Authority overpayments total less than 0.48% of total expenditure attracting



full subsidy, they are reimbursed 100%. If Local Authority overpayments identified are between 0.49% and 0.53% of total expenditure attracting full subsidy, the Authority receives 40% subsidy for those overpayments. If Local Authority overpayments total 0.54% or more than the total expenditure attracting full subsidy, 0% subsidy is due. For 2011/12, Tamworth Borough Council's figures were;

Total expenditure attracting full subsidy	£25,479,207
Lower threshold figure (0.48%)	£ 122,300
Upper threshold figure (0.54%)	£ 137,588
Actual total Local Authority/Admin delay amounts identified in 2011/12	£ 54,526

This means that Tamworth Borough Council will receive full subsidy of £54,526 (100%) for Local Authority error overpayments identified, as the total is less than 0.48% of total expenditure attracting full subsidy

Technical/Excess Council Tax Benefit/recovered Indicative Rent Level/recovered DWP error 0%

Duplicate payments	25%
Indicative Rent Level	100%

In terms of a profit/loss statement, please see below high-level figures from e-Financials, which is based on 2011-12 actual and budgeted benefit expenditure, subsidy due, and overpayments.

<b>GT0101 BENEFITS</b>	<b>2011-12</b>	
	<b>Budgeted</b>	<b>Actual</b>
<b><i>Expenditure</i></b>		
Provision for bad debts	100,000	169,287
Rent Allowances	10,052,950	10,457,449
Council Tax Benefit	5,703,330	5,397,825
Non-HRA Rent Rebates	37,640	31,512
HRA Rent Rebates	10,034,330	10,314,059
	<b>25,928,250</b>	<b>26,370,133</b>
<b><i>Subsidy</i></b>		
Rent Allowances Subsidy	-9,950,770	-10,229,711
Council Tax Benefit Subsidy	-5,737,850	-5,457,405
Non-HRA Rent Rebate Subsidy	-6,380	-27,098
HRA Rent Rebate Subsidy	-9,870,420	-10,141,447
	<b>-</b>	<b>-25,855,660</b>

	<u>25,565,420</u>	
<b>Overpayments</b>		
Private Tenant OVPs	-246,780	-383,011
Council Tenant OVPs	-253,820	-264,292
	<u>-500,600</u>	<u>-647,303</u>
<b>TOTAL</b>	<u>-137,770</u>	<u>-132,831</u>

The generation of an overpayment does not guarantee it will be recovered. Many minor amounts are written off immediately as are not cost effective to pursue; other overpayments would require significant staff resource (the costs of which are not accounted for under figures on GT0101) and may take months or years to recover.

If you have any further question please let me know.

### 36 ANNUAL REPORT ON THE TREASURY MANAGEMENT SERVICE AND ACTUAL PRUDENTIAL INDICATORS 2011/12

The Report of the Portfolio Holder for Core Services and Assets seeking approval for the Annual Report on the Treasury Management Service and Actual Prudential Indicators 2011/12 was considered.

**RESOLVED:** That:

- 1 The actual 2011/12 Prudential Indicators within the report and shown at appendix 1 be approved, and;
- 2 The Treasury Management stewardship report for 2011/12 be accepted.

*(Moved by Councillor R Pritchard and seconded by Councillor D Cook)*

### 37 TAMWORTH RUGBY UNION FOOTBALL CLUB LEASE ADDITION DUE TO GRANT FUNDING APPLICATION

The Report of the Portfolio Holder for Core Services and Assets seeking approval to vary the lease to allow the Rugby Club to create an additional floodlit pitch; to further re-negotiate the lease to include occupation of the entire lodge building, carryout refurbishment works (new planning application/building regulation approval required), and to complete improvements to current car parking provision was considered.

**RESOLVED:** That:

- 1 Landlord consent to Tamworth Rugby Union Football Club for the creation of a new Training/Junior pitch at Wigginton Park with associated drainage and the provision of floodlighting be granted, and;

- 2 The re-negotiation of the existing lease to include occupation of all Wigginton Lodge (including the creation of a small garden area) to enable refurbishment works and general enhancements be undertaken be authorised, and;
- 3 The Director for Assets & Environment in conjunction with the Portfolio Holder for Core Services & Assets be authorised to agree the details of the revised lease with the Rugby Club Committee, and;
- 4 The provision of enhanced car parking (in accordance with prior planning permission), subject to satisfactory agreement of the revised lease be approved.  
*(Moved by Councillor R Pritchard and seconded by Councillor D Cook)*

### **38 CONSIDERATION OF THE CABINET RESPONSES TO THE CEMETERY GATES PETITION**

The Report of the Portfolio Holder for Environment and Waste Management informing Council of Cabinets' preferred option in response to the petition received by the Council in respect of locking and unlocking all cemetery gates all year round was considered.

**RESOLVED:** That the preferred option of supporting the establishment of a Friends of Group for the cemeteries to undertake the locking and unlocking of the gates be endorsed.

*(Moved by Councillor S Doyle and seconded by Councillor R Pritchard)*

A motion was made to make the following amendment:

b) The Council resume locking and unlocking the Cemetery gates.  
*(Moved by Councillor J Faulkner and seconded by Councillor R McDermid)*

This was a motion without notice.

It was negated by the substantive motion being carried, accordingly rule 14.6(a) did not apply.

### **39 COUNTER FRAUD AND CORRUPTION POLICY STATEMENT, STRATEGY & GUIDANCE NOTES AND WHISTLEBLOWING POLICY**

The Report of the Chair of Audit and Governance Committee seeking Member approval for the adoption of the revised Counter Fraud and Corruption Policy Statement, Strategy & Guidance Notes and Whistleblowing Policy was considered.

**RESOLVED:** That:  
1 The Counter Fraud and Corruption Policy Statement,

- Strategy & Guidance Notes be endorsed, and;
- 2 The Whistleblowing Policy be endorsed  
*(Moved by Councillor M Gant and seconded by  
Councillor J Faulkner)*

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The Mayor

23<sup>rd</sup> October 2012

### REPORT OF THE PORTFOLIO HOLDER FOR REPUTATION AND ENGAGEMENT

#### Tamworth Listens 2012 Report

#### EXEMPT INFORMATION

There is no exempt information

#### PURPOSE

Tamworth Listens is a regular consultation process. The purpose of this report is to inform Council of the findings of Tamworth Listens for the State of Tamworth debate.

#### RECOMMENDATIONS

That Cabinet endorse the report and take account of the findings during the State of Tamworth Debate.

#### EXECUTIVE SUMMARY

##### What people like

Residents like that Tamworth is in a central location with easy access to the countryside and lots of things to do. People are proud of our history, the castle and the castle grounds. There were many comments around the good shopping facilities, flowers and Tamworth being a nice place to live.

##### What people don't like

Many of the comments about what people don't like were litter, anti-social behaviour, expensive car parking charges, lack of facilities for young people, the traffic at Ventura Park, the empty shops in the Town Centre and the lack of quality shopping in the Town Centre.

##### What people would change

Respondents would like to see free parking, more jobs, cleaner streets, less anti-social behaviour and a better range of shops in the town centre. Congestion at Ventura Park is also an issue that residents want to see addressed.

#### Issues raised

- Respondents are concerned with the levels of unemployment or minimum wage employment in the town;
- More than 50% of respondents to the community safety survey were worried about becoming a victim of crime or anti-social behaviour.;
- Respondents felt that tackling anti-social behaviour and crime is a key area for both the Council and the Police;
- There is a view that there is a lack of affordable decent housing in Tamworth, private rent is too high and there are too many Houses of Multiple Occupation;
- 55 % of respondents indicated that street cleaning was an area that needed to be improved to make Tamworth a better place to live;

- Respondents still feel that the town centre is in decline and only offers low end shopping. There is concern over the vacant shop units in the town centre. They express the view that offering free parking will help to address this issue;
- Many respondents recognise that there is a lot to do in Tamworth but express the view that sport and leisure opportunities, even council subsidised activities such as swimming, are too expensive to access.

### **RESOURCE IMPLICATIONS**

There are no resource implications directly arising from this report.

### **LEGAL/RISK IMPLICATIONS BACKGROUND**

There are no legal/risk implications

### **SUSTAINABILITY IMPLICATIONS**

There are no resource sustainability implications.

### **BACKGROUND INFORMATION**

The 'Tamworth Listens' initiative aims to improve communication between councillors and the public. Events take place throughout the year where residents can give their ideas on what would make Tamworth a better place to live and raise any questions or concerns they may have.

### **REPORT AUTHOR**

Charlotte Green

### **LIST OF BACKGROUND PAPERS**

None

### **APPENDICES**

Appendix A - Tamworth Listens 2012 Report

APPENDIX A



**Tamworth Listens Report**  
October 2012

## 1. Introduction

Tamworth Listens is a regular consultation process that feeds into the State of Tamworth Debate.

The idea behind Tamworth Listens is to involve the public in a debate about Tamworth borough and to make the councillors and partners more visible and accountable.

## 2. Methodology

An evening event was held on the 25<sup>th</sup> September 2012 and an afternoon drop in event was held on the 29<sup>th</sup> September 2012.

At the evening event, a presentation was given by Cllr Daniel Cook, Leader of Tamworth Borough Council, residents were then able to ask questions, raise issues and put their comments forward on what would make Tamworth a better place to live.

At the drop in event, there were displays on the council budgets allowing residents to identify how they would like money to be spent, an 'I love Tamworth' wall where residents could put their comments on what they like, don't like and what they would change about Tamworth and Cabinet members were available to members of the public to discuss any issues and answer questions.

Comment cards were available so residents could send their views on what they liked about Tamworth and what disliked about Tamworth.

8 residents attended the evening events, 242 comment cards were returned and more than 60 residents came along to the drop in event.

In addition, specific consultations were undertaken on community safety and housing and health. The results were analysed using Mosaic Public data.



## 3. Findings

### What people like

Residents like that Tamworth is in a central location with easy access to the countryside and lots of things to do. People are proud of our history, the castle and the castle grounds. There were many comments around the good shopping facilities, flowers and Tamworth being a nice place to live.

### What people don't like

Many of the comments about what people don't like were litter, anti-social behaviour, expensive car parking charges, lack of facilities for young people, the traffic at Ventura Park, the empty shops in the town centre and the lack of quality shopping in the town centre.

### What people would change

Respondents would like to see free parking, more jobs, cleaner streets, less anti-social behaviour and a better range of shops in the town centre. Congestion at Ventura Park is also an issue that residents want to see addressed.

## Tamworth Listens events and budget consultation

- Respondents are concerned with the levels of unemployment or minimum wage employment in the town;
- More than 50% of respondents to the community safety survey were worried about becoming a victim of crime or anti-social behaviour;
- Respondents felt that tackling anti-social behaviour and crime is a key area for both the Council and the Police;
- There is a view that there is a lack of affordable decent housing in Tamworth, private rent is too high and there are too many Houses of Multiple Occupation;
- 55% of respondents indicated that street cleaning was an area that needed to be improved to make Tamworth a better place to live;
- Respondents still feel that town centre is in decline and only offers low end shopping. There is concern over the vacant shop units in the town centre. They express the view that offering free parking will help to address this issue;
- Many respondents recognise that there is a lot to do in Tamworth but express the view that sport and leisure opportunities, even council subsidised activities such as swimming, are too expensive to access.

## Comments – what people like about Tamworth.



“I was born in Tamworth so I have always loved Tamworth there is so much more in Tamworth now, than there used to be. I think I will always love Tamworth no matter what”

“It’s a pretty town with friendly people and a historical connection that needs exploiting more to attract tourists”

“I like a lot of things about TAMWORTH!! The shops, cheap car parking, open spaces, council leisure facilities, the cleanliness, our refuse bins!!, local schools, public transport reliable, plenty of places to go out and socialise in”

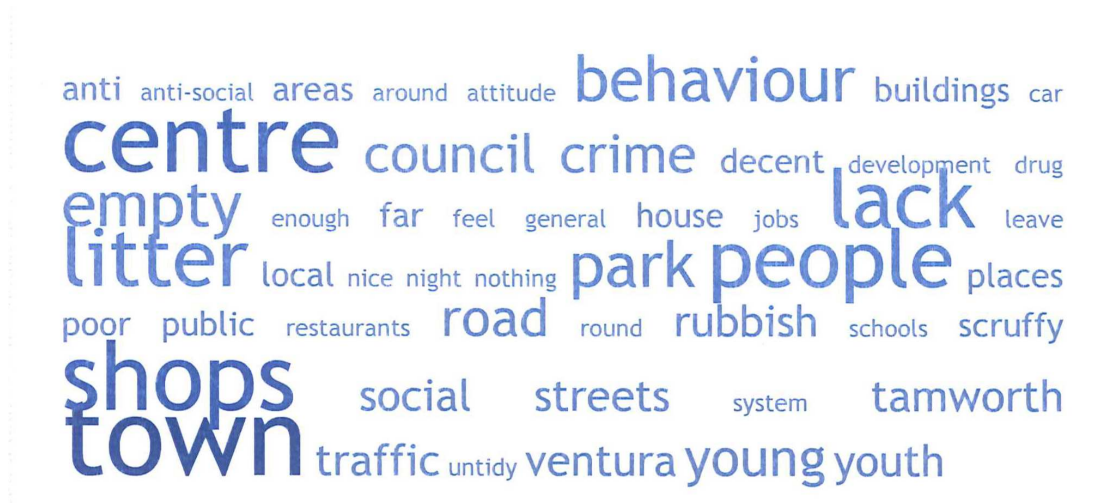
“River walks, Ventura shopping, Castle grounds, flowers, feeling safe”

“We have town and country together making it a pleasant place to live”

“Tamworth has improved vastly since I was a young boy when all there was, was the Castle Grounds. It is a lot tidier, bigger and very green. You still could improve, but it’s good”

Residents like that Tamworth is in a central location with easy access to the countryside and that there are lots of things to do in the town. People are proud of our history, the castle and the castle grounds. There were many comments around the good shopping facilities at Ventura Park, the flowers and Tamworth being a nice place to live.

## Comment cards: what people don't like



“Too many town centre pubs - fast food outlets”

“The secondary schools, the litter, the attitude of young teenagers, the lack of decent restaurants, its overall reputation”

“The lack of good shopping (Have a look at Burton). The quickness to take extra money of people without giving anything back, Council Tax is one. If you raise council tax, increase your services not decrease them!”

“There's a lot of chavs and the town centre is just rubbish”

“litter in public places especially those out of the town centre”

“The lack of facilities for young people, cost of parking especially in Ankerside where if there is an issue there is no assistance”

“The anti social behaviour and attitude of a minority, which spoil it for the rest of the community”

“Parking charges in the town centre”

“Not enough jobs or prospects for the young and those starting in house hunting”

Many of the comments about what people don't like were litter, anti-social behaviour, expensive car parking charges, lack of facilities for young people, the traffic at Ventura Park, the empty shops in the town centre and the lack of quality shopping in the town centre.

## Comment cards: what people would change



“Create a smart Cafe Culture area as all outdoor tables and chairs at present are scruffy and look rather temporary”

“More policing areas of crime although it would cost more money”

“Quick easy transport between Ventura Park and the town centre. shuttle bus service”

“Free parking in town centre so I can go shopping in town centre”

“Make places cleaner that's what I think. Have a walk around yourself and you will see what I'm on about”

“Encourage more work opportunities to improve local economy and then benefits will follow such as better shops, restaurants and leisure places”

“The school results! I am keep for my children to go to university”

“Attract more individual shops to the high street by letting shops on shorter leases at lower rents - let's get Tamworth working again”

Respondents would like to see free parking, more jobs, cleaner streets, less anti-social behaviour and a better range of shops in the town centre. Congestion at Ventura Park is also an issue that residents want to see addressed.

## What needs to improve to make Tamworth a better place to live?

During the budget consultation, we asked respondents to select five things which would make Tamworth a better place to live.

Counts Analysis % Respondents	
	<b>Base</b> 212 100.0%
<b>What needs to improve to make Tamworth a better place to live</b>	
<b>Job prospects</b>	174 82.1%
<b>Level of crime</b>	164 77.4%
<b>Affordable decent housing</b>	121 57.1%
<b>Cleanliness of streets</b>	117 55.2%
<b>Parks and open spaces</b>	104 49.1%
<b>Health service</b>	82 38.7%
<b>Shopping facilities</b>	80 37.7%
<b>Education provision</b>	72 34.0%
<b>Sports and leisure facilities</b>	61 28.8%
<b>Community events</b>	46 21.7%

The highest rated were job prospects and level of crime with more than three quarters of respondents selecting these areas.

### Job Prospects

Respondents are concerned with the levels of unemployment or minimum wage employment in the town – these concerns were also raised in the comment cards and at the drop in event.

Many express the view that quality employment needs to be brought into Tamworth rather than minimum wage retail employment.

“Bring proper jobs to Tamworth instead of allowing huge warehouses to be built which either stand empty or employ very few people at low wages as automation does most of the work”

Many express the view that unemployment and minimum wage employment contribute to other issues, such as crime, anti-social behaviour, alcohol abuse and mental health issues.

Respondents feel that improving the job prospects in Tamworth will have a positive impact on health, well-being and prosperity of the town.

## Level of crime

### Community Safety consultation summary

A community safety consultation was undertaken between January and March 2012. This survey was open to all residents in Tamworth. 241 responses were received for the survey. In addition, focus groups were run with students from Rawlett High School, attendees of the Belgrave Community Café and members of the citizens panel.

More than 50% of respondents to the community safety survey were worried about becoming a victim of crime or anti-social behaviour. On the whole, attendees of the focus groups expressed the view that they felt safe in Tamworth.

“Compared to other places Tamworth is safe”

During the focus groups, various reasons were raised about why people may not feel safe in Tamworth. These included:

- Drug use in Tamworth is perceived to be high.
- Alcohol abuse in Tamworth is perceived to be high.
- Environmental issues, such as poor estate design, litter and graffiti.
- Having been or know someone who has been a victim of crime or anti-social behaviour.
- Certain areas of Tamworth being perceived as unsafe places to go.
- Large groups of young people can be intimidating.

*“you see people walking round smoking cannabis. You can smell it”*

*“People just openly drink in the street. It’s quite intimidating”*

*“Too many alleyways. People do not look after their houses”*

*“You hear stories about what happens there”*

Areas perceived to be unsafe were :

Stonydelph  
Wilnecote  
Amington  
Belgrave  
The Leyfields

Castle Grounds (at night)  
Lady Meadow (at night)  
Wiggington Park (at night)  
Anker Bridge  
Ventura Park

When asked why they thought these areas were unsafe respondents said that historically these areas had a bad reputation. Those that lived in the areas identified as being unsafe expressed the view that they felt safe.

### Views of crime and anti-social behaviour during budget consultation

Respondents felt that tackling anti-social behaviour and crime is a key area for both the Council and the Police.

*“Tackle crime and anti social behaviour. This should be a priority”*

Many express the view that alcohol is a contributing factor to the anti-social behaviour in Tamworth and blame the night time economy and binge drinking culture.

*“Need to tackle alcohol fuelled anti social behaviour and damage especially in town - weekends (not a good look)”*

Respondents feel that supporting other services areas such as providing more facilities and activities, particularly sports and leisure facilities for young people and working to provide more employment in the town would help address the issue of crime and anti-social behaviour.

“The town needs full employment. Problems like anti-social behaviour is caused by idle hands and lack of hope”

“Unemployment is the biggest cause of unrest amongst younger people. Perhaps a scheme could be developed that offered out of work youngsters the chance to participate in community projects thus providing them with healthy exercise and a 'feel good factor'”

“Tamworth Police are great but they are pushed to the limits and can't work miracles. Youth need jobs, Tamworth should build more housing giving jobs and more income to the Town”

“If you 'tackle youth crime & asb and focus on this area, less time would need to be spent on the wider spectrum of alcohol abuse / vulnerability etc. Then more focus could be given to those that deserve the opportunity for 'a healthier & safer Tamworth!'”

“we feel tackling anti social behaviour direct will not solve the entire problem and community development is the key to this issue”

## Respondent profile

30 students, aged between 11 and 15, from Rawlett High School attended a focus group on community safety.

8 residents attended the community café focus group and 10 residents attended the citizens panel focus group, they were aged between 30 and 65.

## Demographics from survey

Counts Analysis % Respondents	
<b>Base</b>	<b>239 100.0%</b>
<b>Are you male or female?</b>	
<b>Male</b>	141 59.0%
<b>Female</b>	96 40.2%
<b>Prefer not to say</b>	2 0.8%

Counts Analysis % Respondents	
<b>Base</b>	<b>239 100.0%</b>
<b>Do you consider yourself to have a disability or long ter...</b>	
<b>Yes</b>	82 34.3%
<b>No</b>	150 62.8%
<b>Prefer not to say</b>	7 2.9%



Counts Analysis % Respondents	
<b>Base</b>	<b>240 100.0%</b>
<b>What is your age ?</b>	
<b>18-24</b>	5 2.1%
<b>25-34</b>	12 5.0%
<b>35-44</b>	21 8.8%
<b>45-54</b>	54 22.5%
<b>55-64</b>	74 30.8%
<b>65-74</b>	55 22.9%
<b>75+</b>	17 7.1%
<b>Prefer not to say</b>	2 0.8%

## Affordable decent housing

### Housing consultation summary

A Health and Housing survey was conducted between April and June 2012. This survey was open to all residents of Tamworth and was not exclusive to Tamworth Borough Council tenants. 287 surveys were returned across a range of tenures.

Findings from this consultation confirm and re-enforce what we found out via research and survey work undertaken to develop the Healthier Housing Strategy.

### Dissatisfaction with accommodation

15 respondents were dissatisfied with their present accommodation. The main reasons for dissatisfaction were:

1. Needs improvements/repairs (67%)
2. Home is too small (33%)
3. Too costly to heat (27%)
4. Rent/mortgage is too expensive (26%)

Of those that were dissatisfied:

- 53% were council tenants
- 26% owned their property with a mortgage
- 13% privately rented

“I feel that my house is in need of some modernisation, some of the jobs that have been carried out have only been half done despite constantly chasing people”

## Repairs

75 respondents stated that they found it fairly difficult or very difficult to find money for repairs. Of these 75 respondents, 89% indicated that the current condition of their property was fairly good or very good.

Counts...		
	<b>Base</b>	<b>75</b> <b>100.0%</b>
Condition of this property		
	<b>Very good</b>	27 36.0%
	<b>Fairly good</b>	40 53.3%
	<b>Neither good nor poor</b>	7 9.3%
	<b>Fairly poor</b>	1 1.3%

37% of those who found it difficult or very difficult to find money for repairs would not know where to go for help or advice on the cost of their housing.

77% of respondents who indicated that their household composition was 'one parent family with child / ren, at least one under 16' found it difficult or very difficult to find money for repairs; 57% were renting from the council and 43% owned their house with a mortgage.

## Dissatisfaction with area as a place to live

22 respondents were dissatisfied or very dissatisfied with their area as a place to live – 22% of these were also dissatisfied with their present accommodation; the main reason being that their property needed improvements/repairs. 15 of the 22 respondents planned or intended to move within the next 5 years; the main reasons given being that they wanted to live in a safer area and they wanted to live in a better area. Around half could afford to move to a suitable home that meets their needs.

Reasons given for dissatisfaction tended to be high levels of anti-social behaviour, noise levels, high amounts of littering and dog fouling.

“Dirty, anti-social, not a nice place to bring up children, noisy neighbours”

## Housing and Health

The highest proportion of respondents expressed the view that the most important issues relating to housing that need to be dealt with in order to help prevent poor health are:

1. Cold, poorly heated homes
2. Damp homes
3. Defective gas or electrical appliances
4. Impact of anti-social behaviour
5. Fire risk/hazard

## Housing in Tamworth

The highest proportion of respondents expressed the view that the most important issues relating to housing in Tamworth are:

1. The need for more investment for a cleaner and tidier neighbourhood.
2. Affordable homes for first time buyers.
3. Physical condition of estates and local environment.
4. Availability of affordable housing to rent
5. Private landlords accountable for their properties

## Respondent Profile

Counts Analysis % Respondents	
<b>Base</b>	<b>286</b> 100.0%
<b>Present Home</b>	
<b>Owned outright</b>	129 45.1%
<b>Owned with mortgage</b>	108 37.8%
<b>Shared ownership (part rent / part buy)</b>	1 0.3%
<b>Rented from the Council</b>	31 10.8%
<b>Rented from a Housing Association</b>	6 2.1%
<b>Privately rented</b>	11 3.8%
<b>Tied to your job</b>	- -

Counts Analysis % Respondents	
<b>Base</b>	<b>283</b> 100.0%
<b>Composition of your household</b>	
<b>One adult under 60</b>	22 7.8%
<b>One adult aged 60 or over</b>	29 10.2%
<b>Two adults both under 60</b>	65 23.0%
<b>Two adults, at least one 60 or over</b>	79 27.9%
<b>Three or more adults, 16 or over</b>	40 14.1%
<b>One parent family with child / ren, at least one under 16</b>	11 3.9%
<b>Two parent family with child / ren, at least one under 16</b>	37 13.1%

Counts Analysis % Respondents	
<b>Base</b>	<b>283</b> 100.0%
<b>Age</b>	
<b>18-24</b>	8 2.8%
<b>25-34</b>	35 12.4%
<b>35-44</b>	38 13.4%
<b>45-54</b>	53 18.7%
<b>55-64</b>	78 27.6%
<b>65-74</b>	58 20.5%
<b>75+</b>	10 3.5%
<b>Prefer not to say</b>	3 1.1%

Counts Analysis % Respondents	
<b>Base</b>	<b>284</b> 100.0%
<b>Do you consider yourself to have a disability or long ter...</b>	
<b>Yes</b>	81 28.5%
<b>No</b>	189 66.5%
<b>Prefer not to say</b>	14 4.9%

## Affordable housing

57% of respondents from the budget consultation felt that affordable decent housing needed to improve to make Tamworth a better place to live.

There is a view that there is a lack of affordable decent housing in Tamworth, private rent is too high and there are too many Houses of Multiple Occupation.

“We need more affordable housing both private and council”

“Build homes for people who cannot get mortgages before we have people living on the streets”

“I feel very worried at times about the number of flat blocks shooting up all round. Young people take them and then after children need houses with gardens for children to play. There will still be a shortage of housing and flats which will become slums”

“Housing in Tamworth is very difficult to acquire. Even if you're homeless as my son was living on streets and with friends for two months then privately rented which was very expensive”

## Cleanliness of streets

There are mixed views on the cleanliness of the borough. Some feel street cleaning is an area where the council fails to perform while others express the view that Tamworth is a clean and tidy place to live.

55% of respondents indicated that street cleaning was an area that needed to be improved to make Tamworth a better place to live.

Many of the negative comments are around litter, maintenance of verges and hedges, dog fouling and grass cuttings being left once an area has been mowed.

“clean it up and do jobs properly if grass is cut make it tidy and neat don't leave it rolling round the streets check all green areas make sure they are edged, plant flowering shrubs around the estates not just in the Castle Grounds. Tree are great but only if they are maintained properly”

Respondents see street cleaning as a very important function and express the view that a clean town can have a massive impact on residents' sense of pride and general well being.

“Create an environment that shows that we care for one another, that we want to live in a clean and tidy environment and we are not being dictated to by big business and big government. Pick up grass cuttings, clear gutters and drains make Tamworth a cleaner and tidier environment”

Although respondents accept that residents themselves have a responsibility to not drop litter, there is a belief that the Council should do more to improve the appearance of the local environment, particularly in local neighbourhoods.

## Parks and open spaces

49% of respondents felt that the parks and open spaces in Tamworth needed to improve to make it a better place to live.

Many respondents use the parks and open spaces in Tamworth and expressed the view that the Castle Grounds was very good but that outside of this area, standards are more variable and it is these areas that require greater focus.

# Health services

## Health consultation summary

This survey was open to all residents of Tamworth - 287 surveys were returned. Mosaic Public Sector data has been used to profile health in Tamworth and support the data collected through the survey.

According to Mosaic Public Sector the areas in Tamworth that are likely to have a below average health profile are:

- Belgrave
- Parts of Stonydelph
- Tinkers Green
- Hockley
- Bolehall
- The Leys
- The Leyfields
- Perrycrofts

Suggested reasons for poor health vary depending on the types of people that live in that area. For example, town centre housing is prone to attract transient singles who are more likely to suffer from mental health issues. The population of Tinkers Green has high proportions of older people whose ill health is likely to be due to age. The area also contains a number of deprived young singles and vulnerable families who may suffer from ill health due to lifestyle and/or environmental factors, such as smoking, poor diet, overcrowded households, cost of heating.

## Advice on health issues

Overall, 22% of respondents indicated that they would not know where to go to get advice and/or support on health issues.

87% of the respondents aged between 18 and 24 expressed the view that they would not know where to go for advice and/or support on health issues.

83% of respondents expressed the view that it was important for Tamworth Borough Council to provide or support health services.

Services most used by respondents were swimming, acute services and lifestyle advisors.

## Factors that effect health and well-being

Respondents express the view that the price of healthy foods, cooking skills, financial, work and family stresses and unemployment has a negative impact on the general health and well-being of Tamworth residents. They also feel that convenience food is too easy to obtain given the number of fast food outlets in Tamworth.

Many respondents recognise that there is a lot to do in Tamworth but express the view that sport and leisure opportunities, even council subsidised activities such as swimming, are too expensive to access.

“Tamworth's leisure facilities are targeted at the wealthy and therefore the few. Take a trip to Wyndley in Sutton Coldfield or Rushcliffe arena in Nottingham. These are couple of places that are genuinely affordable and offer plentiful leisure options. The Snowdome is monopolising its position as the main leisure centre, prices are ridiculous and the wide range of options is low”

Respondents feel that the council should do more to get residents to exercise and eat healthily.

Comments made on the cards were that people wanted to see better hospital facilities in Tamworth that include an Accident and Emergency department.

## Shopping facilities

On the whole, residents are happy with the shopping facilities at Ventura Park with the exception of the traffic issues. Dissatisfaction arises due to the facilities in the town centre

“the lack of decent shops in the town centre , we seem to have too many card, phone shops and charity shops”

Respondents still feel that town centre is in decline and only offers low end shopping. There is concern over the vacant shop units in the town centre. They express the view that offering free parking will help to address this issue.

“Improve the quality of Town centre shops, and provide free parking. Provide a proper Bus Terminus”



There is much support for linking Ventura Park and the town centre whether this be by improving the walkways by creating a safer, clearer and more direct route or by providing direct public transport between the two areas.

Many respondents presume that the council owns most of the shops in the town centre and therefore has more control over the businesses that set up in them.

## Sport and leisure facilities

29% of respondents felt that the sports and leisure facilities in Tamworth needed to improve to make it a better place to live.

Many respondents recognise that there is a lot to do in Tamworth but express the view that sport and leisure opportunities, even council subsidised activities such as swimming, are too expensive to access.

“Tamworth's leisure facilities are targeted at the wealthy and therefore the few. Take a trip to Wyndley in Sutton Coldfield or Rushcliffe arena in Nottingham. These are couple of places that are genuinely affordable and offer plentiful leisure options. The Snowdome is monopolising its position as the main leisure centre, prices are ridiculous and the wide range of options is low”

Respondents feel that the council should do more to get residents to exercise as this will help address the national issue of obesity.

Residents are very proud of Tamworth Castle and are supportive of the ongoing work with the Heritage Lottery Fund.

“We have an amazing castle with a wealth of history”

Respondents felt that the council should do all it could to encourage take up of sports and leisure opportunities; whether this be better promotion of what is available or by subsidising charges to private facilities to make them more accessible.

“free gym membership or heavily subsidised for Tamworth residents. We used to have a residents leisure card scheme which you fazed out”

It was suggested that we use the Olympics to make residents aware of sports and leisure opportunities which could encourage more people to exercise.

“The council should really build on the buzz from London 2012 (that must start with keeping the flags/banners along Lichfield Road and making them relevant to Tamworth and adding them elsewhere in the town). Sports are a great way to drive people on and more should be done to make the town proud of its many sports clubs”

## Community events

22% of respondents felt that community events in Tamworth needed to improve to make it a better place to live.

Many residents who attended the Tamworth Listens drop-in event praised the outdoor events and said that it was one of the things they like about living in Tamworth.

“I love the events in town and they make me really proud to be a Tammy. Thanks for the wonderful Olympic torch procession and the events over the summer in the castle grounds. They were wonderful!”

However, it was mentioned that there seemed to be fewer events in 2012 than there were in 2011. People would like to see more events in 2013 and more events for families.

## Comments

### Comment cards - what people like

- There's lots to do.
- Central location in the UK
- Shopping facilities
- Diversity of leisure pursuits - paddleboarding, skatepark, tennis, cycling, fishing, skiing, swimming. There aren't many things you can't do.
- It's a good place to live with lots of facilities for children
- I have lived here for more than 40 years, but I find it hard to exactly pinpoint why. I feel settled and comfortable but it is my own situation that has brought this about. Ventura has been great for the town, so this has to have some, if not all of my vote.
- The people are friendly, the flower displays are abundant (but Colour blind)
- Good area for getting around the Country. Close to countryside and associated activities.
- nice people countryside easy access to other areas

- Not a lot but the Castle grounds and TAMWORTH football CLUB
- It's a good base to live as you are always able to get to most places fairly easily
- Lots of facilities. The different areas of Tamworth feel like little villages but all join to make a whole.
- The area, there are some nice places to walk
- Close to Lichfield!
- My Church and friends. My area (excluding the scum that live not to far away from here) which is beautiful, lakes, walks and nature.
- it is quite a safe place to live and quite central for everything
- People
- It's perfectly placed for so many wonderful things. Yawn!!
- Community feel Waste collection excellent Good schools Independence as council Local accountability and transparency
- General attitude of people / neighbourhood I live in. Access to commuter routes.
- Castle grounds
- A good mix of town and countryside areas
- Castle Grounds
- community and town centre events, castle grounds, Ventura shopping
- Green areas. Well maintained canals River walks Castle Old buildings of character
- The historic buildings and the old buildings that are still standing, the Castle grounds.
- Lots of things to do
- The history and nature reserves
- Very little to be honest
- the gardens in town
- The nice people
- Its closeness to the countryside, its history
- Its friendly
- It is conveniently placed for accessing all parts of the country.
- its a nice place to live
- It is a nice town
- Access to the countryside. The people.
- Location and surrounding green belt
- River walks, Ventura shopping, Castle grounds, flowers, feeling safe
- We have town and country together making it a pleasant place to live
- The historic town centre focussed especially on Tamworth Castle, St Edithas Church and the Town Hall
- A small town community with ambition.
- The fact I was born here and love the place

- Castle grounds and flowers around the town
- It has lots of attractions and is near the country side
- Good range of housing, shopping and services. Good access to other places
- Good shopping area with free parking
- Tamworth's heritage
- The Castle and Grounds.
- Living here.
- Pleasant clean town
- I am near to work and family. I love open spaces, concerned that building on open areas will bring us nearer to built up areas
- The castle and groups
- Its central location in the country
- The green areas around Tamworth. Clean streets and good bus service
- The Castle
- How can people be expected to pay more when pensions and earnings keep going down?
- Has a lot to do in the area. It feels clean.
- MOST THINGS.
- great size town with good facilities
- Nothing that is a single entity.
- Castle grounds
- Good history Good bars Good retail park (Ventura)
- Park Castle (and what few historic places are left after destruction in the 60's)
- Where I live.
- St Editha's Church, Town Hall
- Tamworth has improved vastly since I was a young boy when all there was, was the Castle Grounds. It is a lot tidier, bigger and very green. But you still could improve, but it's good.
- Tamworth is still a growing town and I think the best
- five minutes from countryside
- Its a town not a city
- As a Tamworthian, I love the town. The Castle, the Church, the whole feel of the place.
- I like living where I do and most of the people look after the area. But we do some of the jobs the Council should do like keeping it tidy and finish cutting the grass the council miss.
- The Castle
- Not a lot. It has nothing whatsoever
- For a town its size it has a lot going for it. Easy access to the motorway system.
- The Castle and the grounds
- That it is a historic town with lots of interesting buildings.
- It is a nice place to shop, with plenty of shops, without having to travel to Birmingham

- Central position geographically
- Floral displays, market, Ventura park, castle grounds
- Striving for the future and developing
- It's a great town with great people encourage them, make it worth
- Facilities shopping at Ventura, near to open spaces and leisure
- Amenities. good shopping area
- Not much
- I was born in Tamworth so I have always loved Tamworth there is so much more in Tamworth now, than there used to be. I think I will always love Tamworth no matter what.
- close to countryside
- Progressive town with good facilities
- town centre - history
- Location to motorway network Rivers & canals network/wildlife Existing leisure facilities, snowdome, castle etc. Castle Gardens in springtime Firework display in November
- Countryside
- It's a pretty town with friendly people and a historical connection that needs exploiting more to attract tourists
- We have never lived anywhere else we have so much with the Castle Grounds and the very interesting streets around the town but of course you have to walk to see it.
- Greenery and open spaces. Friendliness of people generally
- Better than living in Birmingham
- Plenty of countryside
- Castle Grounds, floral baskets and displays, Ankerside shopping centre
- Tamworth church, the Castle Grounds, the flowers
- Castle Grounds, snowdome, Places to visit
- The friendliness of its citizens. Beautiful flower displays all over the town
- Castle Grounds & recreation areas
- Relatively, safe & secure town
- the friendly people and the strive to reintroduce community spirit
- Castle Grounds Facilities, council organised events, close to all amenities
- it's long history
- Its size it should not be allowed to get bigger and destroy the surrounding countryside
- The people
- GETTING OUT OF IT
- it is friendly & helpful people The position, its so central to the UK The Tourist Information Office
- The markets and the general well being it has in the town There is usually a good atmosphere on market days I've lived here all my life and have not really ever wanted to live anywhere else.

- The People
- I moved from Birmingham to Tamworth 28 yrs ago and just love not living in a city
- The people - living in a small town!
- The open spaces
- I feel safe here
- castle Grounds, assembly rooms
- It is a pleasant place to live
- Castle grounds, Ventura park shops and town centre shops
- The town centre retains to an extent the middle England feel. Future development should reflect this
- Living near family
- Convenient and quiet local, good variety of shops and market. Fortunately no loud music in shops - unlike Birmingham!
- So close to the countryside for access to walks etc
- Its the most convenient place to live in
- Its beautiful town centre, investment in making it a more beautiful place.
- Access to services locally
- green space; local sense of humour; people are friendly
- I like a lot of things about TAMWORTH!! The shops, cheap car parking, open spaces, council leisure facilities, the cleanliness, our refuse bins!!, local schools, public transport reliable, plenty of places to go out and socialise in.
- The countryside
- Local to M42, Lots of supermarkets
- Quiet - generally few problems
- Ventura Park
- Easy access to amenities, good shopping - easy access to road and rail links.
- The people and the excellent out of town shopping (Ventura Park)
- The beautiful flowers around town and the Castle grounds
- Flower planting in public areas, excellent waste management, good public transport
- I love Tamworth
- Good local community spirit
- The areas where flowers are planted i.e. bridges, roundabouts hanging baskets. Castle grounds
- Convenient for access to motorways and out of town amenities
- Park, castle, river. I live in the town centre so I find it easy to access most things
- Well looked after grass and trees looked after and area all looks clean and tidy. Very few bad places that I've seen. Very disabled friendly.
- Access to countryside
- It still has the feel of a market town.

- It's a lovely place to live; I would not want to move anywhere else. The drive into Tamworth from B'ham is heaven, Tamworth just opens up in front of you and you are glad to be home.
- Amenities
- The catch phrase Tamworth Listens
- the history, the buildings, the freedom
- Ventura Park - apart from the access to & from Location- able to get to other parts of Midlands easily - M42/M6 etc.
- Good bus service Plenty of open spaces Lovely flower arrangements
- town still feels like a small town
- Easy access to motorways
- The people
- The quiet green rural areas where people still know their neighbours
- The Castle & Grounds
- Location - easy access to motorways and countryside
- The friendliness of most of the people
- Local community where I live
- Easy access to motorway
- Easy to travel to other destinations
- Open areas - nature areas, good shopping facilities
- Lots of facilities, lots of local sponsored events
- Open spaces, nice green land and trees
- Excellent service to help disabled people get repairs done to their house - makes a big difference
- the Castle grounds, Flowers & Greenery. The market
- Proximity to lovely countryside and to work in Birmingham. I like the open spaces and town park and old historical buildings
- There is so much to do. Drayton Manor, Snowdome etc, Ventura Park is also very good. I also loved the Council's outdoor events eg Medieval Festival
- As a whole a tidy and well kept town
- It offers all I need in life
- The many green spaces, the flowers, the Castle; the Library
- Easy access to motorways and roads to other towns Market
- Geographical proximity
- Open spaces, Good shopping areas (Ventura), distance to Birmingham

## Drop in event – what people like

- Town park is brill for kids
- Flowers – castle grounds
- Walking on canals

- Saxon day
- Castle. History
- Tamworth Castle
- I like all the pretty flowers in the flower beds
- Nothing, it's rubbish
- Shopping experience
- Shops
- Events like the summer festival
- I like all of the equipment Tamworth have provided ☺
- I like Tamworth because it is a great place to communicate
- We like the shops
- I like about Tamworth that it's calm and well presented. I dislike that people litter too much.
- Good playground area.
- Castle grounds. Put more events on.
- Brilliant.
- Castle and old buildings.
- Flower displays i.e Tamworth Castle and roadside baskets.
- Pubs
- I like Tamworth because it has a greggs! I don't like the chavs.
- The 3 bins are great. Can't understand why more councils don't offer the scheme.
- There's lots of things to do!
- Maccies
- Nothing in particular. Just like living here.
- The people
- I love living here. My family live here. Love everything about it.
- Cool but boring
- Like flower displays.
- The Snowdome
- I like the skate park
- The Park
- My area!
- Snowdome and Drayton Manor
- It's 15 miles from Birmingham
- Snowdome
- Market
- I like Tamworth because mostly nice people
- Castle grounds, flowers and events
- What I like about Tamworth is there's lots to do.
- I like the ducks
- A nice place to live. We tell others how lucky we are.
- Cultural, friendly, historic
- All the shops and all the friendly people who work here.
- Outdoor events
- Nice areas
- Castle grounds



- Like castle.
- Good area to raise your children.
- I like the castle x
- I like living in Tamworth because it's clean and tidy.
- The people and my area.
- I like living in Tamworth. History of the town.
- Castle grounds
- It's got a river
- I like the castle
- I like town because it has lots of history in it.
- The history of the town. Architecture of buildings (old), the different events throughout the year, the Castle.
- Castle grounds and market.
- Snowdome
- Lovely people.
- Tamworth castle.
- Small market town with nearby countryside. Services in general, okay.

## Comment cards - what people don't like

- The dead town centre, the empty shops, the scruffy appearance, the dangerous cracked paving, the bogus charity shops (yes bogus because they use Forced Unwaged labour - Hardly charitable is it), the council (streetscene etc, who also use Forced Unwaged labour, to the detriment of paid workers), the underage drinkers in the town and the Castle Grounds, the massive amount of anti-social behaviour, and the attacks on elderly tenants by the council.
- Nothing
- Everything
- Take more work cleaners on to clean streets.
- Litter and uncleanliness is gradually creeping in again
- Too many town centre pubs - fast food outlets
- Anti-social behaviour
- Traffic queues. Council does no 'chase up' people who leave property partially built.
- Rubbish shops in Town centre
- The ugly overspill housing estates
- The secondary schools, the litter, the attitude of young teenagers, the lack of decent restaurants, its overall reputation
- Not enough community spirit

- Litter
- Crime, violence, general attitudes. Feeling of intimidation when walking round shops or going into local public houses. Intimidation of groups of young people hanging round opposite my house. No respect for people or property.
- Far far far too many houses
- Anti-social behaviour and youth crime
- Town centre
- Drunks, drug takers, layabouts living off the state
- The empty shops. Losing McDonald's which was a kids meeting place.
- High rise flats
- Shopping in town
- It has a yob/alcoholic culture
- Poor town centre
- Lack of individual businesses in the town centre
- Antisocial behaviour, lack of nice places to eat in the evening compared to Lichfield,
- Sometimes the streets look unclean
- The town centre, full of history, has become so dull. The new proposal for Gungate I felt was good, until I saw an artist's impression which shocked me to the core. PLEASE keep new buildings in sympathy with the old, and keep the ancient feel of this town, Lichfield has started to do it, and if they can, then we can too.
- The noisy trains, train station location, no mains Gas (Spenser close)
- Too many 'CHAVS' hanging around town!
- Ventura Park
- The lack of good shopping (Have a look at Burton). The quickness to take extra money of people without giving anything back, Council Tax is one. If you raise council tax increase your services not decrease them!
- There's a lot of chavs and the town centre is just rubbish
- litter in public places especially those out of the town centre
- Untidy parks, however I have noticed some improvement recently.
- town centre in the evening
- The drugs, the low life youth, alcohol and the way the police always have their hands tied so they can not do anything!!!! I hope that's true and that they just can not be bothered.
- Not enough big stores or restaurants. dogs should be made to be kept on leads in all parks and public places
- The lack of shops in the town centre
- LOOK AT LOCAL AREAS LIKE AMINGTON WE ARE THE POOR RELATIONS

- ASB. Your lack of care and maintenance of everywhere outside the town centre.
- Litter and graffiti
- the lack of decent shops in the town centre , we seem to have too many card, phone shops and charity shops
- Attitudes of some of the people!
- ex gungate shopping centre now a mess of a car park.....
- High incidence of badly behaved youths, both male and female
- The worst of all has to be the Railway Station, anyone coming to Tamworth for the first time must wonder where on earth they have come to! It's a terrible advert for the town. It's in a dire state of repair and has been like that for a long time. It's a health and safety nightmare and one of the most depressing and unwelcoming places I have ever seen. The service there is diabolical there are no proper facilities. The lift is often out of order and it's a disabled persons' nightmare! The cafe has been boarded up for years and the toilets are in a trailer. A decent coffee shop would be nice for travellers. No flowers on the platform, no 'Welcome to Tamworth' sign. Grumpy staff! All in all it's appalling!
- Young people drinking in public
- The lack of decent shops and too much out of town development
- Town centre run down, chavs everywhere, dirty streets, anti social behaviour, drug taking on council estates
- expensive parking in town
- The not so nice people
- The crime rate, anti social behaviour, closing of many of the town centre shops.
- The lack of facilities for young people, cost of parking especially in Ankerside where if there is an issue there is no assistance
- The anti social behaviour and attitude of a minority, which spoil it for the rest of the community.
- crime
- Difficulties with housing
- The market on Tuesdays and Saturdays. Cost of car parking.
- Parking charges in the town centre
- Litter, and graffiti
- The lack of distinctive quality new built development in recent years.
- It allows Government and Big business to rule it. Lacks strong leadership.
- allowing chuggers to annoy people
- How expensive it is to travel to Birmingham. How scruffy it is. The litter problem which is awful. The town centre is full of young unemployed people milling about with no purpose
- The litter

- Its untidiness and the amount of litter on streets and in parks
- The Litter and Crime levels.
- Empty shops
- Drayton Manor and Ventura
- A transport system that's not integrated. Most towns are now going down that road/bus interchange.
- The traffic system at Ventura Park
- Anti-social behaviour. Drug culture. Gangs of youths trying to buy alcohol from shops.
- Limited choice of shops
- Job prospects
- Empty shops. Car parking prices.
- THE TOWN CENTRE DOES NOT LOOK APPEALING, ESPECIALLY SINCE MCDONALDS CLOSED DOWN. EMPTY BUILDING BOARDED UP WITH A MASSIVE SIGN ON IT. ROAD MARKINGS ESPECIALLY FROM RIVER DRIVE TO LICHFIELD ROAD. WHY ON EARTH DON'T THE COUNCIL LANE MARK THE ROADS AND MAKE ONE LANE TO ONE ROAD INSTEAD OF TWO THEREFORE CAUSING POSSIBLE ACCIDENTS REGULARLY.
- the town centre seems second class to Ventura park
- Cost of bus fares.
- Nightlife
- The amount not paying rent/council tax
- Late night noise
- Full of idiots/work shy dole dossers. Not enough good restaurants
- Poor access to venture. Lack of shops in the town centre.
- Empty shop spaces in town
- Some of the people.
- Empty shops
- Not enough jobs or prospects for the young and those starting in house hunting.
- Empty shops in centre
- Too far from the sea
- Some of the slovenly residents that think it's ok to drop litter and urinate wherever they please.
- Congestion of roads not thought through when opening new shops
- I hate the town centre. It is badly planned and uninviting and I try not to go into the town centre day or night unless I have to. It would be nice to know what the Council owns in the town.
- Everything else
- The rubbish, useless shops and scruffy lets to rubbish people
- Ventura Park. It's good to have a large selection of shops etc but it will always be blighted by the congested road system.
- The litter and gum spotted town centre. Poor architecture - buildings erected that have no bearing on the history of

Tamworth. The awful railway station building, the flats overlooking the Castle, too many to list.

- How the old buildings have been covered over rather than renovated.
- Lack of old buildings i.e old black and white houses (old church street), that was demolished to build modern monstrosities. (Hands up old councillors who didn't have a brain between them).
- Town & some public areas scruffy & untidy
- Untidy streets
- Roundabouts
- Dirty streets , the summer is ruined every time the grass is cut. If you cut it REMOVE it kill the weeds tidy the edges These people are paid to do a job,, they should do it properly and take pride in their work not just ride round on a lawn mower then move off the next area and trash that
- Litter Rubbish around schools. Lack of grass and hedge cutting and weeding in certain areas.
- Lack of town shops. there is little variety
- Local traffic in Amington
- Most things
- Not my jobs. Too much fighting now. Not enough for kids to do
- Ventura park (island) by John Lewis = nightmare. Traffic in general Saturday/Sunday needs to be reduced. Rather than traffic lights on island & traffic lights for crossings nr Asda/M&S/Boots bridge should be built, traffic would then flow
- Litter and antisocial behaviour
- youth culture
- Anti social behaviour, yobbish behaviour Litter Empty stores in town
- Crime
- Those empty shops in the town centre
- Once again the lack of respect for the Town by a lot of the people who live here.
- Crime and anti-social behaviour too high
- Too many night clubs
- nothing
- Entrance into town via Bolebridge st. Shops are scruffy and pavement too narrow. Too many taxis
- Empty shops, streets not clean, buses
- Town centre, nothing in it
- The weather
- McDonald's
- Town centre has been ruined
- petty officialdom of those manning the public areas of the Marmion house
- Crime, lack of areas for youth, town centre deteriorating

- self- serving politicians
- The number of empty shops. The Litter. Been made to feel like a criminal for walking my dogs
- Crime and gangs of impolite kids
- OVER CHARGING FOR PARKING
- Rubbish! The town centre is good but as soon as you are out of the centre the litter gets left all over the place and many places look uncared for.
- The litter and the sometimes neglected grass verges and footpaths overgrown with weeds and the litter left lying around Children should be taught not to leave rubbish around as we were when we went out No-one seems to bother anymore
- Lack of employment for school leavers and graduates
- I don't think the streets are clean at times
- Phone shops
- Turning some of the areas into shanty towns
- The lack of drive in some people to keep Tamworth clean and safe.
- Lack of jobs, anti social behaviour, no local hospital with comprehensive treatment facilities
- The fact that a lot of our heritage has been destroyed which should never have happened
- Motorcycles, unregistered riding on playgrounds and pathways
- Litter
- having to shop at Ventura
- The way some of hedges when cut are really slaughtered and not always cleared up. I have now had to take over outside my house with shrubbery as council have disowned the responsibility - now cost down to me to rectify the problem.
- youth yobisims, poor housekeeping on the town centre
- Litter, poor street scenes in places.
- Large population of the younger community are socially value destroying
- Grass cutting and general tidiness near my house
- Town centre lets things down - green spaces good but town centre not capitalising on historical landmarks - needs to utilise these to shape new town centre - residential / leisure focused but still retail outlets that cater for healthy food but at affordable prices = change retail focus & hopefully local attitudes to life style etc.???
- The islands at Ventura Park!!
- Lack of good retail stores in Tamworth
- Traffic congestion especially around Ventura Park
- Town centre makes me want to move
- Loutish behaviour in the town centre and castle grounds. Litter in quieter places.
- Too many 'cheap and tacky' shops in the town centre.

- The litter and dog fouling
- Little has been done with the two rivers and canal in Tamworth. More could be done to improve access and create sitting areas/cafes near the water to make them greater social spaces
- The state it is in now
- Nowhere decent to eat/drink. Town centre needs radical improvement
- Town centre
- The way the town centre has deteriorated over the last 10 years, now mainly charity, phone & barging shops.
- It's a shame that all the shops in the town centre are leaving
- Road layout
- Road systems
- Poor development in the town centre over the last 50 years, lack of foresight. Also, allowing housing developments like Amington Fields without completing the promised road system into Tamworth.
- As I have never been in Tamworth Town Centre on a Saturday night I cannot say, but hearing other people's views, I would say the behaviour of the young people is disgusting.
- Dated Housing estates
- An empty town
- Tamworth is a small town
- Anti social behaviour Crime Litter on streets
- Nothing
- Not, actually having any big stores in the town centre
- Scruffy Town Centre
- Far, far, far too many houses
- The very 'rough' parts, they are not very special especially at night when you would not take a car and leave it
- Shopping in Town
- High rise flats

## Drop in event – what people don't like

- Nothing to in town
- Council Tax too high
- Paying high parking charges in town
- Expensive parking
- Cheap shops
- Do not call street 'new street' when soon they will be old
- Road works in Tamworth are not well organised
- Chavs
- I don't like the dog mess that people don't bother to pick up
- Ventura car parking
- Toilets in Ankerside small and disgusting
- Dirty streets

- Paying for parking in the town centre! Ventura is free.
- I don't like anything because it is boring – they don't do enough for the disabled.
- Dog poo in streets, parks etc.
- Parking costs. Ankerside is small and old fashioned.
- Nothing to do for kids!
- Too much litter but loads of attractions
- No bus service from Amington to the train station.
- Traffic problems on Ventura
- Boring shops
- Expensive town centre parking encourages out of town parking
- Proposal closing of cemetery gates at Wigginton Road.
- Nothing to do.
- Trees outside my house are very big and obstruct light and I worry about the roots encroaching on pipe work under my house.
- That the town centre is dying
- People with no manners
- Olympic torch too crowded – felt unsafe
- The skate park
- Not a bad town but big problem with litter and drink in the estates
- Parking in the town centre is far too expensive.
- Bus service to Ventura Park!
- Well, it's a s\*\*\* hole and we need more things for kids aged 0 to 18 years old.
- Too many empty shops in town centre
- Too much litter
- Lack of shop choice in town
- Litter and dog poo on streets
- Litter
- Parking a big rip off. Having to pay for two hours when one would be sufficient.
- The litter
- Litter
- People leave rubbish in some areas!
- No shops in town
- Not keen on things hanging round doors by Ankerside
- Traffic
- Deltic – residents would have appreciated being consulted about the BMX track at the rear of our properties.
- All the shop business is being shut down
- No good clothes shops
- Untidy/overgrown grass verges
- Youths and girls should be doing some sort of voluntary work not dossing.



## Comment cards - what people would change

- The council, over-paid under-worked jobsworth bullies.
- Get out MP you boss and make Tamworth a nice place. Go on please make my day.
- Free parking in town centre so I can go shopping in town centre
- Make places cleaner that's what I think. Have a walk around yourself and you will see what I'm on about.
- Bring back local estate offices
- Anti-social behaviour
- Council houses need to be built. Get funding from the lottery.
- Encourage more work opportunities to improve local economy and then benefits will follow such as better shops, restaurants and leisure places.
- The school results! I am keep for my children to go to university.
- The school results! I want my children to go to university.
- Road routes by Venture Park are awful. Another exit is required from Sainsbury's and the road through the traffic lights need altering
- Curfew on people between a certain age and teaching respect to other people's property and personal space.

- Attract more individual shops to the high street by letting shops on shorter leases at lower rents - let's get Tamworth working again.
- Tackle anti social behaviour and youth crime
- Town centre, bring in more decent shops. I cannot buy what I want from the town centre
- Look after the elderly. Provide meeting places with meals in all areas
- Town centre looks neglected. Hospital not adequate
- Make Tamworth itself a better place to shop. If needed, reduce the cost of the rents
- The people that moan about nothing - I'd do this by showing them someone with actual problems.
- Improve the town centre - bring in better shopping
- encourage local businesses to use the town centre
- Make more of a feature around the river and castle grounds. Turn the old Precinct into green space whilst taking the same amount of green space near the river (behind Ankerside car park) and build a small square with cafes, bars, restaurants. Similar to the Oracle in Reading. People love to relax near water, be it the seaside, lakes or rivers.
- See above - make all new buildings in the town centre be sympathetic to this town's brilliant history. Box-type nasty buildings should not be nestled against ancient buildings, they should be softly reminiscent of older styles so as to give the town cohesion.
- Restrict the trains with none running between 12 and 6 am, 3 strikes and your out, regarding social housing bad neighbours.
- Fill town centre shops with more variety of retailers. We have too many card shops, mobile phone shops and cheap tatty clothing stores (only suitable for youngsters) make link between Ventura and Town centre easier.
- make swimming free for all
- Take the greedy people out of your committees and put in committed people that have an interest.
- Improve the town centre, encourage more shops to have stores there - not phone shops, offer discounted rents.
- less empty shops in the town centre - encourage businesses by lowering rates and offering incentives
- build adequate roads in / out of Ventura. Access to Sainsbury car park from the other side.
- our close connection with Birmingham. Lets make it clear that we are Staffordshire people and not from Birmingham.
- offer lower rents for shops and maybe that would draw more retailers into the town
- Put more shops in the town centre

- I'd move it nearer to health services outside the town by using Tommy Coopers method...'Just Like That'
- Deal with litter and graffiti Reduce number of wards to reduce costs
- encourage more people to want to visit Tamworth by improving the town centre shopping, may be a car boot on a Sunday on the car park opposite the police station this would encourage more people to visit it
- Re-generate the Town Centre to include better shopping, cafes and restaurants.
- improve the traffic flow around Ventura/Jolly sailor retail park,
- I would like people to be more caring, and community minded How? Education in this area is just as important as the 3 R's
- The town centre, please regenerate it.
- Traffic at Sainsbury's and Ventura park
- Bring back all the beautiful Tudor buildings that were demolished in the 1960's
- Take it up market by building better housing. Get rid of drug ridden council estates
- Litter
- The regeneration of the town centre.
- Better Police service
- Get police and council to be more proactive when dealing with known troublemakers
- get rid of the problem families
- Get more people coming into Tamworth and create better revenue for the town. this could quite simply be done by improving the shops we have and better the range of shops available, encourage more 'well known' stores to Tamworth
- Get rid of the street market
- Rejuvenate the town centre shops and I have no idea how this could be achieved in today's economic climate
- Make it tidier and show that it cares for the environment.
- Go back and make changes to avoid my feelings about my last statement!!
- a greater variety of shops in the town centre and stalls on the market, perhaps by providing grants or reductions in rent
- I would make it a town to be proud of by cleaning it up for a start off including the A5 bypass and roads leading to town which must look awful to visitors
- Organise regular litter picks to get people interested in their environment.
- To improve the local environment, encourage the big society of volunteers to get together in local groups and work on improving the local environment. Encourage schools to support the projects giving pupils a pride in their local environment

- Improve the quality of Town centre shops, and provide free parking. Provide a proper Bus Terminus.
- Tackle anti-social activities such as pavement parking, dog fouling and the like with the same enthusiasm as checking car park tickets and exceeding parking restrictions in the street. If there's revenue to be made easily, there seems to be resources available for enforcement!
- Promote new shops and manufacturing industry
- The road network is awful being in the middle
- Remove Snowdome and Hotel and develop Castle Grounds which should be for the people of Tamworth. Not Business conglomerates
- To send all evening buses via the station and traffic wardens working the suburbs in the evening ticketing bad parkers
- The traffic system at Ventura Park. Include more inlets and outlets
- More shops in the town centre instead of Ventura Park. Reduce rents and rates for shops.
- Revitalize town centre. Link town centre to Ventura
- Get the empty shops filled please!
- NOTHING SPRINGS TO MIND
- improve the access to the town centre from the north of Tamworth (we really only have upper Gungate) by opening up another route (alongside the railway line)
- Don't know.
- Encourage more jobs. Identify an industry sector where Tamworth is relatively strong and build an image of Tamworth as a 'xxx' centre of excellence. Give grants to new or expanding employers in that sector. Promote the town on this basis nationally, e.g. at Euston Station. Use the college and chamber of commerce to enhance the message.
- Close pubs at midnight
- More shops actually in the town centre (or a link to Ventura park free)
- Reduce the population.
- In Amington a great youth centre would be good. Police to go to schools and lecture kids more. Better night coverage to put old people at rest.
- Compare Tamworth with other areas, then sit back and count our blessings
- Ventura
- Better bus services. More attention to walking spaces & cycling paths sorry that's three
- That the town should retain its feel of a market town. Less rubbishy shops and to have a classier, historic feel.
- More historical prominence given to area
- The design and less food outlets. It is getting like some areas of Birmingham and we need variety and not the same food outlets.

- Whole town needs sprucing up, made into a place to be proud of.
- Everything - it has got no heart
- Ventura Park
- The town centre needs a complete makeover/clean up.
- To have a large market area full of food stalls and specialist items.
- Hope people would realise its just has easy to put litter in a bin, as it is to throw it on the floor.
- More disabled parking lost 6/7 spaces top end church st, now about to lose 6/8 by assembly rooms
- Better cross town road links i.e a circular outer link road across rail, river and main roads.
- Open the roads to Ventura Park make more than one access. exit the back of Asda for Fazeley, exit the back of Sainsbury's for Mile Oak and Hopwas SIMPLES
- Rubbish and litter. Before the Queens Jubilee and Olympic Torch people on Community Service made a grand job on painting and cleaning rubbish and making Tamworth look amazing. I would like to see this continue. What's happened to these people?
- Don't know
- More PCSO on streets and police to stop all the crime, there is just too much i.e muggings especially at Christmas time with the old people. Put more money into emergency services
- The above plus more decent shops in Ankerside. There are too many phone/cared shops not enough fashion
- end parking charges in town centre
- Clean up the town of litter - get the public involved in a massive 'litter pick up' session
- People who live for crime. We should send them to the army for punishment instead of luxury prisons
- the amount of traffic round Ventura park. Park and ride scheme?
- A larger Police presence around the town and the moving on of gangs of young people who make older people uncomfortable, we have 2 Grandsons and are not Bigots.
- Better public transport. Keep costs low. Improve routes and times of bus service
- More resident participation
- Make it look more up-market by bringing in independent retailers. Tidy up areas around Odeon. Publicise Odeon more
- Clean up old buildings, instead of shops closing have a cheaper rent
- Lower food prices

- More clubs and drop in centres for young and old alike. Schools and church halls could be used for coffee mornings and advice centres run by volunteers
- Get the younger generation to respect others and get a job. give them access to job training
- Regenerate town centre
- The sir Robert peel hospital needs to be a proper hospital. Tamworth and outlying areas were sold very short when that was built
- More children's play areas similar to castle grounds
- open up election of local councillors to make it easier for independents to stand
- some major shops in the town centre
- SACK THE PRESENT COUCIL
- I would very much like to see it looking clean, litter free and cared about. If I could I would want all areas to have 'litter pick up' much more regularly organised local groups of volunteers
- The town centre is dying because of Ventura park It happens to all town centres as soon as out of town shopping is built The car parking charges put people off
- More shops in town centre. Not everyone has car to go to Ventura
- To help the young to get work and more projects for them to do
- Make our high street with different shops, places to visit.
- Stop mollycoddling problem families and make them more responsible residents. Take a much stronger approach when they abuse their tenancy and turn the house into a rubbish tip.
- Give it more of a national identity - raise its profile - work with local universities to hold annual events to bring people into Tamworth - attend the event - but have local craft fayre/stalls to allow people to also spend money on businesses which belong to Tamworth people.
- Encourage in town stores to open up reducing rents & rates
- To return it to age old environment as other town that have had no change seem. To better our visitors and make more income for the community
- More policing areas of crime although it would cost more money.
- Quick easy transport between Ventura Park and the town centre. shuttle bus service.
- Get the councillors out of the too highly paid position, and give to people that care about this town
- Invest in getting people out from their houses!
- Improve above and get the same service that other parts of Tamworth get
- Improve the town centre as above & make better use of attributes i.e. church /area in front of church, castle / castle

grounds & link to retail area (Ventura Park)- pull money in from retail area (V Park & Snow dome)visitors attracted in to regenerated town centre for food / entertainment etc. (i.e. stay 'after dark')...

- Less fast food outlets, more quality shops.
- Improve town centre
- Reduce pub hours
- Create a smart Cafe Culture area as all outdoor tables and chairs at present are scruffy and look rather temporary.
- The flow of traffic in Ventura. By allowing cars to turn right towards the Snowdome when they come to the traffic lights from Kentucky. By allowing traffic to leave the Sainsbury area from a new exit at Argos where people should be able to exit by turning left or right. By creating a new exit/entrance for the M&S area which feeds from the road nearest the Snowdome lakes.
- Cleaning up areas bordering the rivers to make them accessible to the public - not just fisherman and Canada geese
- Think before buildings are pulled down.
- Make the town centre more attractive with better shops and more attractive infrastructure
- Sort out Ventura park traffic flow
- Make the town a better place to shop by bringing in better shops to the area. This would help bring visitors to the town centre.
- Look at road layout in Ventura; it's a nightmare. I would make it a one way system.
- Fortnightly bin collections!!
- To take a new look at the town centre and demolish certain buildings built in the last 40 years and replace with more sympathetic developments.
- The street cleaners coming more often down Wilnecote as we do get a lot of rubbish. We need rubbish bins put on the bus stands as people with cans just leave them at the bus stops. They don't throw them they just place them at the side of the bus stop.
- Sort out grass cutters. It looks worse when it's done with all the grass left around.
- Tackle the above areas, increase the use of volunteers especially those on community service
- To have a 24/7 AE hospital
- Better social facilities for Disabled and elderly people; which should include more Free Parking facilities
- Attract more individual shops to the high street by letting shops on shorter leases at lower rents - Lets get Tamworth working again
- Promote Tamworth more, as we are at the boundary of Staffordshire I feel we are almost forgotten even the 'your staffordshire' magazine carried very little about Tamworth!

- Make Tamworth itself a better place to shop. If needed reduce the cost of the rents.
- Town centre looks neglected Hospital not adequate Lottery money if no grants available
- Look after the elderly, provide meeting places with meals in all areas
- Everyone who rents property - if they do not look after the update (ie gardens) then they should be moved to the worst area in Tamworth to live with all the other people who fail to look after their property
- Curfew of people between a certain age and teaching to respect other people's property and personal space.
- Town Centre, bring more decent shops into the town centre eg., Primark, shops of quality not cheapness, before we lose our town centre. I for one travel to shops in other towns as I cannot buy what I want here
- Above - more patrols in Town and all over Tamworth Day and Night
- Bring more shops
- Council houses need to be built. Get funding from the lottery
- Encourage more work opportunities to improve local economy and then benefits will follow such as better shops and restaurants and leisure places
- The school results! I am keen for my children to go to University.
- Road routes by Ventura Park are awful - another exit it required from Sainsbury's and the road through the traffic lights needs altering!
- The weather - dream!
- Encourage people to care more about their surroundings - education, education, education
- To have a proper bus station

## Drop in event – what people would change

- Free parking for Tamworth Borough Council residents
- More support for tenants
- Roller skating park
- Free parking
- Get rid of tack shops
- The skate park is good but it needs to be bigger
- Need more jobs
- Need more shops in Ankerside – dreadful! Don't need more phoneshops or card shops.
- More up to date indoor shops – better shops
- Would like the dustbin men to go that extra mile and help.
- Everything



- Ventura car parking
- More for kids
- Free parking in town and Ankerside
- Better signage to public toilets
- More events
- More interesting independent shops and cafes in town centre
- More family events
- Improve bus service to train station
- The litter
- Clear up dog and horse poo
- Splash park for children
- More jobs
- Bring down parking fees or stop them all together.
- Job seekers who don't look for work should clean the streets
- The fair could be better
- Everything
- More activities
- Put more things in for teenagers
- Better bus service
- Ventura car park – the lights have improved it slightly
- Need 1 hour car parking
- All's good except no primark
- More eating facilities for people with families
- Develop access to land by river off County Drive
- Free parking to help out town centre shops and market to do better trade
- Very expensive parking – not worth paying for the shops that are here
- Needs more stuff for teenagers
- Ventura car park traffic
- We need a primark
- Free parking
- Need a dog park
- More play parks in local areas
- More free community events
- Reduce the rent that shops pay will encourage more trade in the town.

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