



MINUTES OF A MEETING OF THE COUNCIL HELD ON 19th MARCH 2024

PRESENT: Councillor J Harper (Mayor), Councillors D Maycock, P Turner, T Jay, C Adams, C Bain, B Clarke, L Clarke, G Coates, C Dean, L Wood, D Cook, R Claymore, T Clements, A Cooper, S Daniels, S Doyle, R Kingstone, J Oates, B Price, R Pritchard, L Smith, M Summers, P Thurgood and J Wadrup

The following officers were present: Andrew Barratt (Chief Executive), Nicola Hesketh (Monitoring Officer) and Tracey Pointon (Legal Admin & Democratic Services Manager)

90 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors S Smith, P Thompson M Bailey, J Jones and G Coates

91 DECLARATIONS OF INTEREST

There were no Declarations of Interest.

92 TO RECEIVE ANY ANNOUNCEMENTS FROM THE MAYOR, LEADER, MEMBERS OF THE CABINET OR THE CHIEF EXECUTIVE

The Mayor made the following announcement

I would like to mention, I'm sure some of you would have seen the Offa procession through the town at the weekend. I would like to put it on public record that in my opinion it was one of the greatest, finest parades and one of the most worthy things that we have done for a good many years. There was so many smiling faces round to the Town as we processed, there was a fantastic performance by the Thegns of Mercia re-enactment society in the church and they were doing the re-enactment of Offa signing the various deeds and records in Tamworth and I can't begin to think how much better it could have been. I think congratulations are certainly in order to Lara Rowe, who was mainly behind organising and everyone who was involved, the Church the Civic Society and thanks for putting on a really good show.

Tonight marks the final appearance of our esteemed Chief Executive Mr Andrew Barratt, he is leaving to take up retirement in the Isle of Wight and I'm sure that we all feel the same that we are going to miss a man who is respected throughout the Council whether that be by Councillors, Officers, or anyone else involved. He is a thoroughly knowledgeable, modest, sagacious man we will miss his advice and his lovely smiling personality, I have never known him not be able to smile. He's always got a smile on his face always optimistic, incredibly helpful and admired by everyone, I'm sure. We are going to miss him terrifically not only for his personality but for his integrity, personality and he is a thoroughly decent nice man who is incredibly good at his job.

Councillor D Cook

It would be remiss of me not to speak this evening on the matter you have just raised, as the Leader of the Council who originally signed Mr Barratt's original contract of employment as Chief Executive. I recall when the previous CE Tony Goodwin was announcing his intention to retire Mr Barratt said to me he had no ambition to be Chief Executive of this Council, none whatsoever. What was really strange was at the time as Assistant Director Mr Barratt was in control of Marmion House. Utter control, when I say control, he decided who sat in what office, which department had which floor, and on the 8th floor were all the Assistant Directors were and in the smallest office up there Mr Barratt was in. You are in control of the entire building, and you give yourself the smallest office on the floor. I walked down the corridor when I found out Mr Barratt wasn't intending to apply to be the next Chief Executive and I sat in his office and I said what the hell do you think your're doing, he said I have no ambition for this, after about 30 minutes his application went in for Chief Executive and he came for an interview and it was the best interview and that's why he's Chief Executive, phenomenal interview, laid out what his intentions were, the things he believed needed to change the things that needed to stay the same. And as we know in 2017 he became Chief Operating Officer, when we trialed a new procedure which was a dual Chief Executive and Deputy Chief Executive almost sharing the role. However, they then went away reorganised how they wanted to design the council and the structure. They came back and said we want to change it and I said if that's what you want then to do it. Because I've always believed if you don't trust your senior officers what are we doing. They put a structure together that took us forward and I've always believed in Andrew, he was a phenomenal Chief Executive. There's two officers of this council we have had some fantastic officers over the years, but two have massively stood out for me, one was Tony Goodwin, when I was first elected it was said if its broken give it Tony Goodwin and when I became Leader I made Tony Goodwin, Chief Executive and that mantle was taken by Andrew Barratt, if it's broken give it Andrew Barratt, guess what happened he became Chief Executive. Some of my favourite ever conversations with Andrew have always ended like this, Danny do you want me to make this go away. Not as in hide it, not as in let's cover it up, as in do you want me to make this just stop being the problem, yes please Andrew and never heard anything about it again because it genuinely went away, again not as a cover up as in proper management, as in I'm going to deal with this now. And that's why he's been an exceptional Chief Executive and that's why Tamworth as developed so well under his guidance. I'm going to miss Andrew massively, it's quite strange Andrew joined the council one year before I was first elected, this is also my last council

meeting I intend not to re-stand, so you've got one year on me Andrew, but it's been a pleasure over those years working with you. I remember when I was first made a cabinet member by Cllr Oates in 2006, I was quickly running around, its strange being a cabinet member for the first time it's like you'd passed a job interview and you arrive for work on the first day nobody tells you where your desk is, nobody tells you what your role is you just have to figure it out. Andrew grabbed me by the back of the neck and said right son this is what you need to be looking at, this is what you need to be doing. I'll always thank him for that, he took me forward and anything I've ever achieved in this Council was from the guidance of Andrew and Tony but especially Andrew, he was the first one to grab hold of me and say, stop, think, read your papers, understand what you're asking, and I'll always thank you for that.

Leader of the Council Councillor Thomas Jay

I've not known Andrew as long as some of the others here, but he has served the town for 21 years and done an amazing job. I've worked closely with him the last year and have found him to be rational, level-headed, gives sound advice to the Leader which is important to the Leadership and genuinely cares about the town he serves, and I want to wish you and your wife many happy times in the Isle of Wight and thanks for everything.

I would also like to thank Cllr Cook. Anyone that serves the Town knows it's a hard job and you have done it for 20 years and deserves a thank you.

Councillor J Oates.

Councillor Cook as already suggested that Andrew was here a year longer than yourself, I was already here when Andrew arrived, I remember Andrew coming to the authority at the time when the then Labour controlling group were looking at Housing Repairs we went through the process of outsourcing. If you want to put it that way, the DSO which was our own in-house repairs team. Andrew did an audit of the service, and the outcomes of that audit included the outsourcing of that team. The reasons are well documented and we can look back if we want to.

What Andrew did then was possibly under anticipated the problem that he created, because the new company that came in were too successful and in 2005 we were looking at a 1.2 million pound over spend in housing repairs and the Assistant Director and the Director at the time told me that we've got this over spend with 1.2 million pound and Councillor Cook came up to me at the time and said we need to buy more chemicals for the pool at peaks and it's going to cost a couple of grand I went Danny I've just found out there is a 1.2 million pound hole in housing repairs go and buy your chemicals I'm a bit distracted.

So we went to Andrew in the way that Councillor Cook explained, if you want a problem going away take it to Andrew and we took it to Andrew. Everyone's panicking what to do about this projected 1.2 million quid and Andrew phoned up the housing repairs company and went stop repairing things please. Let's have a chance to review it and guess what they stop repairing things we stopped paying them, we were able to navigate our way through that simply by taking the common-sense approach.

So obviously Andrew's gone on to great things since then and there's a privilege that only Leaders have T Jay would have experienced this and Paul Turner. Danny and I have and that is you end up spending lots of time in cars or in meetings or commuting with Chief Executives, and the great thing about Andrew is his professionalism but also he's a personal individual. We could talk about things like the GPS LEP, the Combined Authority, you know huge projects and at the same time on the train we're talking about too good to go Apps and whether he could get food on his way to the Isle of Wight that weekend cheap by pre-ordering it. You know it was that personal involvement that Andrew brought, professional but also personal and it's a result of that there was always a context to discussions so his professionalism, his history in the building industry you're able to sit there and have a proper discussion from both sides of the spectrum and I'm not going to say Andrew swore a lot but he certainly did say to me a number of times something to do with oars on a boat or I'm sure it was rowlocks. Andrew and I shared a number of different hobbies I wasn't involved to the extent Andrews was but we both used to sail so we're able to have those conversations. I remember standing there in his office in 2004/2005 to talk about stock transfer with a potential housing stock, what Andrew and I would talk about was whether you could get a photo of Ventura Park at night from the top of the block of flats because we were interested in photography. So, I think what Andrew has brought is a sense of Personality to the role of Chief Exec, I'll miss some of those discussions. We do need to go for a pint but you've done a sterling job at the different roles and like Councillor Cook said if you want something going away you take it to Andrew and Andrew fixes the problem and that's what he's done successfully for over 20 years so thank you very much for everything you've done Andrew and I wish you all the best in your retirement and don't get too tempted to get involved in local politics in Isle of Wight.

Councillor R Pritchard

When I started as a young whipper snapper there were many things I always considered the constant in the council chamber and in this authority. You always expect them to be there, the only sort of consistent thing with those over the years is they tend to disappear and there are members on the opposition side members on our side that are no longer here but when I think of the authority I think of those people being around still and the same's true for many officers and Andy is one of those. You know it doesn't matter how long I've been involved in local politics but I'll always associate Andy Barratt with the Council and the Council with Andy Barratt. Andy started, as mentioned not long before I was elected so I kind of feel you know as an officer going through the ranks and remember going through the ranks, we've been on a journey together and got up to all sorts of, should we say completely legal adventures we've never broken any rules to do the right thing for the town but I think that's speaks testament to Andy because Andy was never an officer that would let red tape get in the way of doing the right thing if something needed doing he would get it done, and it is a testament to good Local Government Officers, Andy always knew what was best for the town, he was always there to give sage advice, always there to give good counsel and as far as I'm concerned he's a model Local Government Officer.

Andy always understood the bigger picture, always knows the value of the destination we were getting to. The BMX tracks springs to mind as a project again, you know something that red tape wouldn't get in the way of, so I had a great idea let's build a Let's build a BMX track on land we don't own, with no funds to do so, no in house how else expertise. But without Andy's help that project would never have happened because Andy was invaluable in navigating the obstacles, suggesting ideas and things to look at and making some of the red tape go away so we could deliver these great projects for Tamworth and that's an outlook Andy's always had.

I want to thank you for that for the attitude you've brought to local government, and you really have made a difference to this town, you've made a lasting difference that you should be proud of. It's very sad to see you go, not only is this authority in this town is losing a very competent officer we're losing a huge amount of knowledge and those that will be around for a long time will know the things that Andy has been around to help deliver, to help develop, to help drive and all the little things that we've all forgotten that Andy knows about and that knowledge gap will be a big blow to this Council, but you know you've very much earned your retirement and the please do enjoy it and we will miss you

Councillor Doyle

I echo everything that's been said in this chamber tonight. When I first started on Cabinet you were my first officer for the portfolio and I think we got on really, really well. You've been a great bloke to work, with whenever I needed to contact you you've always been there for advice, and I've learned an awful lot from you and from other members in the council as well. I've had a great time working with yourself and I will miss you and I hope you all the best for the future.

Councillor C Dean

I can't hope to speak with the length of Councillor Oates and Councillor Cook, I've only been working with Mr Barrett for around 9 or 10 months, but that time has been very educational, I'm very grateful for the way that you've dealt with us. I have a bit of sadness about the knowledge that we will lose when you go you know when somebody's been here for that length of time that knowledge is invaluable and it can't be replaced, it takes a long time for somebody else to put that in place. I'm quite sad that you won't be around to see the town centre come to fruition, the work that you've started there. The other thing I'd like to say is that as nice as you've been to me and how courteous you've been to me you did make me cry on International Women's Day, the speech that you gave, it was very very emotional and it was lovely to see that side and see the human side of you so thank you for that and I wish you well and hope you and your wife enjoy the Isle of Wight, I'm sure it's got to be better weather hasn't it than here.

Response from Chief Executive Andrew Barratt

Unusually for me I have absolutely nothing prepared. I wasn't expecting that and yes, it's a big day for me and a big sort of couple of weeks really. I've really really

enjoyed my time here (I would say that it's being televised) but you know it's a magical place. As some of you have known me for the length of time I've been here you'll know I came here for a couple of years because the job sounded interesting and 21 years later I'm still here. There's something about Tamworth that is absolutely magical and special. I've really enjoyed my time here and I've been fortunate to progress throughout the authority. We've got some great people in your authority; the staff make this work. You're a good bunch of members if I can refer to you that I don't know what the collective is for members but you know regardless of your political differences when it matters you've always made the right choice and I think that is important. And as Chief and a senior officer that's really important to know that we've got that level of sort of workability between ourselves.

And international women's day yes, I got quite emotional myself, a subject very close to my heart so I am human (ish) but thank you all for your wonderful comments. Tamworth is in a great place, and from Stephens point, I know he's watching us (the incoming chief) I know he's got a task to do over the next few years and you will all get there with him.

93 QUESTION TIME:

QUESTIONS FROM MEMBERS OF THE COUNCIL NO. 1

Under Procedure Rule No 11, Councillor R Pritchard will ask the Leader of the Council, Councillor Thomas Jay, the following question:-

We are suffering from a serious issue in my ward, we are seeing raw sewage spew out of a manhole on the Ashby Road whenever it rains. It's clear this is caused by water flow from the new Arkall Farm development. Will the Leader, and this council, join me in calling for Severn Trent Water to fix this issue and prevent more raw sewage from running off into drains, watercourses and the adjacent River Anker.

The Leader Councillor T Jay gave the following response

Thank you, Cllr. Pritchard for bringing this question to Full Council, and well done on your campaigning to get this issue resolved for residents.

I'm sure that your hard work on important issues like this won't go unnoticed by the residents of the Spital Ward.

I thoroughly agree that this is a serious issue.

Children have been witnessed crossing nearby and getting splashed by this sewage whilst waiting to cross the road. It is extremely serious.

I will ask that Tamworth Borough Council's CEO writes to Severn Trent Water on behalf of the Council and your residents asking them to address this issue with urgency.

If this doesn't get action, I would suggest that we try and get the nearby developers, planning for Lichfield & Tamworth, and Staffordshire County Council together as interested partners with Severn Trent Water.

Thanks again for bringing such an important issue to Full Council.

QUESTIONS FROM MEMBERS OF THE COUNCIL NO. 2

Under Procedure Rule No 11, Councillor R Pritchard will ask the Portfolio Holder for Housing and Planning, Councillor S Smith, the following question:-

It's been confirmed that an appeal has been submitted by developers looking to build houses on land behind Browns Lane. Will the Leader reassure me that the council will make a robust argument to the Planning Inspector and continue to resist this development?

Response was provided by the Leader of the Council in Cllr Smith's absence

Thanks again for this question. I know that you have campaigned hard on this issue over many years.

I'm sure many will remember the campaigning you did against the Browns Lane One and Arkall Farm developments.

This resulted in significantly fewer properties being built on our borders than previously planned – a massive win on behalf of residents, not just in your Spital Ward but across Tamworth as it would have impacted us all.

Regarding this specific development, I can confirm that discussions have already begun by Tamworth planning officers with the neighbouring authority Lichfield planning officers to coordinate appeal activity.

As Leader of our Conservative Group, I'm committed to fighting for what is right for our town and I know our group is also fully committed to this.

I therefore strongly support Cllr Pritchard's view that a robust argument should be made, and you have my word that it will be.

QUESTIONS FROM MEMBERS OF THE COUNCIL NO. 3

Under Procedure Rule No 11, Councillor M Bailey will ask the Leader of the Council, Councillor T Jay, the following question:-

Would the Leader agree that the sale of the Council land to Staffordshire County Council for the construction of a care home is a positive strategic step towards our Town being fit for the future?

The Leader Councillor T Jay gave the following response

Our town is lacking in provision for care home space for our elderly residents.

I therefore totally agree with Cllr Bailey that this is a positive strategic step in ensuring our town is fit for the future.

This brings a plot of land that has been unused for years back into use, brings in a significant capital receipt into the Council for future projects and gives us a new care home to be better prepared for our elderly residents.

Excellent news and another example of a positive step in the right direction for our town under this Conservative administration.

QUESTIONS FROM MEMBERS OF THE COUNCIL NO. 4

Under Procedure Rule No 11, Councillor A Cooper will ask the Leader of the Opposition, Councillor C Dean, the following question:-

Given the Leader of the Oppositions many references to the term “forgotten estates” , can I ask that she clarifies where these places are within the Borough and given the Labour group have also stated that the council is in a terrible financial position, if that is the case what services would Labour be cutting to ensure that these estates weren't forgotten, if they were ever to take control?

Councillor C Dean gave the following response

Thank you for giving me the chance to highlight the problem of the Forgotten Estates, I'm just surprised that you need to ask where they are. Just in my ward Councillor Daniels and myself regularly hold residents surgeries and at our monthly surgeries we have a group of residents who come regularly to highlight the problems on the Estate of the area around Dorma Avenue and Councillor Harper will be able to confirm this as they've also spoken to him about it. I'll be happy to let you have a list of the areas, I've got about 50 photographs here we've taken and that's just what I've put together this afternoon. My colleagues I'm sure you know because they've also spoken on it and have been working on this as well and just as an aside I did find it amazing after raising this issue at the state of tamworth last week I actually had a roads sweeper outside from my house last Wednesday which was I haven't seen before.

On your second point with regard to the council finances, we've been told every meeting regarding the budget setting that there will be problems in the next few years, it's not something that hasn't been highlighted to us so we will take the time to speak with Becky Smeathers and her team who I know we're already working to overcome the problems that have been highlighted. We will speak with the

Chief Executive, Directors and their teams to see if there are any efficiencies that can be made. The Conservative group are as aware as us that local authorities are all facing challenging times with their budgets but as I have continually stated our focus will always be with the residents and their wellbeing.

Councillor Cooper asked for clarity on the second part of the question

I don't feel the second part of the question was answer Mr Mayor, I'm afraid there was nothing in there to say, where there would be cut's in order to address those issues

Councillor C Dean responded

If we were to take control in May like every responsible administration we'd have a proper look at the books and probably make some different choices based on different priorities and values always for the benefit of the people that the town but as a say like all councils up and down the country it'll be in the context of chronic underfunding year on year from this tory government. It would be really irresponsible of me to give you a list of things without knowing the full facts and nobody in the right mind would ever do that.

Supplementary

We have got our budget and we've got our priorities, because we remember who we're represented. So, in that case, why didn't the opposition leader of the council propose an alternative budget at budget scrutiny. Instead, they voted for our budget, it was a brilliant balance project Mr Mayor but why didn't you propose an alternative budget at budget scrutiny that we could have looked at and voted on, why weren't these issues brought in there, I just find it really strange.

Councillor C Dean gave the following response

We've highlighted these things time and time again as we said at the budget meeting it was bought through it was a balanced budget there was no reason for us not to vote for it We're a new group, we're looking at the way things are run. We will be looking at ways going forward whether we are in control or not because we have the experience now, we've had a good tutor in Councillor Cook in how scrutiny runs and how to question things and I just find it amazing that you think we could make a difference in this amount of time and we could change around what you've done. I will say one thing we do seem to have changed something because it seems that since we've been highlighting this there is now some extra money in the budget for street scene so it sounds as if you've been listening to us. What I would like to say though is street scene is fabulous and we are so grateful for the work that they do and we know how hard they work but it just seems that there's underfunding there and they needs to be a review of how that goes

QUESTIONS FROM MEMBERS OF THE COUNCIL NO. 5

Under Procedure Rule No 11, Councillor P Turner will ask the Portfolio Holder for Engagement, Leisure and Events, Councillor T Clements, the following question:-

As we plan events within Tamworth Borough, does the Portfolio holder agree the events organised and delivered by Tamworth Borough Council, fully supported by the Controlling Group, not only deliver a positive financial impact on local businesses across the town centre, but many none financial benefits to the good people of Tamworth in general?

Councillor T Clements gave the following response

Yes Cllr Turner, Tamworth Borough Council run a wide range of events and activities for the residents of Tamworth to engage in and support visitors into the town centre, which support an increase in footfall in the Town, which also have the potential added benefit of support to local businesses, along with supporting the wellbeing of our residents too.

As fellow Members will be aware the Council run and support a wide range of large-scale events, business events, light ups of the castle and events run from the castle through to supporting community led events like the Royal British Legion, Armed Forces Day.

In some surveys and data collated by our Economic Development team 74% traders and businesses strongly agree and agree that footfall of the market is higher when there is a big event held at the Castle/Castle Grounds.

And a stakeholder survey identified main attractions / destinations and the Tamworth programme of events as key strengths for the tourism and visitor sector in Tamworth.

Anecdotally we have also recognised that our events bringing circa around 500 pounds in extra car parking charging charges when the residents pay. We need to understand as well that the weather has an impact on the events that we can do and it's just been announced that we've had the wettest February on record of the last 200 years. I've got plenty of data if you wish to have that. But we also need to remember that events are good for mental health and being outside, St George's Day, We Love Tamworth events brings charity groups together to be able to raise a little bit of money to keep them going for the future.

QUESTIONS FROM MEMBERS OF THE COUNCIL NO. 6

Under Procedure Rule No 11, Councillor L Wood will ask the Portfolio Holder for Housing and Planning, Councillor S Smith, the following question:-

What are the current figures on homelessness in the Borough, and what is the Council doing to tackle this pressing issue?

The Leader answered the question in the absence of Councillor Smith

Thank you, Cllr L Wood, for your question, I am delighted to provide the information as this topic goes to the heart of supporting vulnerable people and has been the subject of several Cabinet and Scrutiny considerations in the last couple of years.

- If Cllr Wood is referring to those households who are in temporary accommodation and have presented as homeless then Tamworth continues to have single figures in bed and breakfast (emergency nightly paid accommodation). As at 18th March we have 22 families in self-contained dispersed accommodation. This contrasts sharply when benchmarked with our peer groups who have in-excess-of this. For example: Joint working with Birmingham City Council has shown they have almost 4,000 in temporary accommodation of which around half of this are in nightly emergency B&B. Again, evidence that Tamworth supports homelessness prevention.
- From the discussions at H&W Scrutiny and reflecting in the Cabinet reports' on the 14th December 2023 [SWEP](#) and the [HOME HUB](#) updates were heard on this. If you are interested in what the Council is doing in detail, then I would urge you to look through the Council's Homelessness and [Rough Sleeping Strategy 2020 – 2025](#) as Cllrs will see that the causes of homelessness are clearly understood and the actions an improvement plan is focused on making a difference tackling these issues.
- I can summarise some of the headlines which have contributed to supporting this vulnerable client group.
The launch of the HOME hub in collaboration with key partners across Tamworth seeing around £200,000 invested in face-to-face support through a multi-agency approach. HOME – Branded by our lead partner:

Holistic help to stabilise housing problems.

Outreaches within communities working towards positive outcomes.

Multi-Agency approach, one hub for all issues

Empowering and enabling people to build resilience and a better future.

Clients can call for more information if they are worried about losing their home then call the Tamworth FREEPHONE Telephone Support Line 0808 175 4041”

CAMMS (Citizens advice Mid Mercia – lead partner) CT CIC, NO 8, Home start, Betterway recovery all provide early intervention across a range of issues such a debt, employability, health and wellbeing aspirations and social prescribing.

We also have:

- Continued work with the Heart of Tamworth on our Severe Weather emergency Protocol (SWEP)

- Trained mediators within the team to facilitate and prevent family break downs
- Cross working with the Private sector team to engage with Private landlords
- Maximising a wide range of Housing options in relation to specialist support, for example pathways, TCHA
- Direct investment in Eller beck and Chestnut, providing 20 units within the Council stock of specialist support for 18- 25 year olds.
- A continual focus and commitment on the Council's Allocation policy and efficient management of the Housing register as approved last week by Cabinet on the 14th March 2024, showing that waiting times to move into the Council's own stock across general needs continue to reduce.

Supplementary

I agree a lot is done by voluntary groups, charity groups having spoken to them Government data from July – September last year shows that 43 households were classed as homeless and 38 were threatened with homelessness. One charity state that in the last 12 months 207 had no fixed address 56 of those were children, other local charities have stated that they have dealt with 267 people in the last year who presented themselves as homeless. I am just wondering how the figures are so different when it comes to what local charities say. I'm not saying we are not taking it seriously but when you say single figures and local charities say different, I am just seeking clarification.

Response

You refer to charity and volunteer groups as if they do it themselves the council supports a lot of those groups, so it is a joint exercise. The figure at the moment up to 18th March is around 22 families, that doesn't mean they are the only 22 families for the whole year, others will come in, others will have gone out so there will be more than the 22 throughout the year rolling but at the moment its 22 and its around that figure and its not significantly higher than that at any point in the year. I thought you may have gone into rough sleeping which we have talked about in the last year but pleased you have kept it to homelessness.

94 PAY POLICY STATEMENT

Report of the Leader of the Council to report details of Tamworth Borough Council's Pay Policy Statement so that statutory guidance set out in S38 of the Localism Act is adhered to. In addition, the Gender Pay Gap report is also included for consideration and approval.

RESOLVED That Council

approved that the Pay Policy Statement 2023 for adoption and publication with the Localism Act 2011.

(Moved by Councillor T Jay and seconded by Councillor R Kingstone)

Cllr Dean thanked the Officers for all the work that was put into this report

95 TAMWORTH BOROUGH COUNCIL FRONT DESK SERVICE

The report of the Leader of the Council to provide an overview of current service provision and outlines several options for future consideration of the council's customer service offer for Tamworth residents. The report also provided an update on work completed to date as well as an update regarding disposal and future utilisation of Marmion House.

Recommendations

That Council

1. Agreed that Officers explore options for a town centre location and delivery model to provide long term face to face customer services for Tamworth Borough Council, supporting the strategy to dispose of Marmion House.
2. Agreed that face to face customer services will continue to be provided through Tamworth Information Centre at the Assembly Rooms whilst options for the future location and delivery model are identified and evaluated; and
3. Agreed that Front desk services at Marmion House will remain closed.

(Moved by Councillor T Jay and seconded by Councillor A Cooper)

Councillor R Kingstone moved the following amendment.

Agree the three recommendations in the report but add in a fourth recommendation:

That a fully costed proposal is presented to this Council at the first meeting in the autumn for this council to consider and agree a way forward to be implemented in financial year 2025/26

(Moved by Councillor R Kingstone and seconded by Councillor J Wadrup)

The amended motion was then withdrawn

Councillor D Cook moved the following motion

To amend recommendation 1 to read

Agreed that Council commits Officers to explore options for a town centre location and delivery model to provide long term face to face customer services for Tamworth Borough Council, supporting the strategy to dispose of Marmion House.

(Moved by D Cook and seconded by Councillor R Kingstone)

Councillor R Kingstone moved the following motion

Under rule 4.14.10 (d) that the question now be put

(Moved by Councillor R Kingstone and seconded by Councillor D Cook)

A vote took place 10 votes for and 14 against. The motion was not carried.

Following a remark by Councillor M Summers stating that some Councillors had lied to the public about there being no front desk, Councillor Kingstone asked that the Councillor withdraw the word lie from his statement. Councillor Summers changed his statement and withdrew the word lied and changed to mislead the public.

Resolved That Council

1. Commits officers to explore options for a town centre location and delivery model to provide long term face to face customer services for Tamworth Borough Council, supporting the strategy to dispose of Marmion House.
2. Agreed that Face to face customer services will continue to be provided through Tamworth Information Centre at the Assembly Rooms whilst options for the future location and delivery model are identified and evaluated; and
3. Agreed that Front desk services at Marmion House will remain closed

(Moved by Councillor D Cook and seconded by Councillor R Kingstone)

The Mayor