



CABINET

23 October 2024

A meeting of the CABINET will be held on Thursday, 31st October, 2024, 6.00 pm in Town Hall, Market Street, Tamworth

A G E N D A

NON CONFIDENTIAL

1 Apologies for Absence

2 Minutes of Previous Meeting (Pages 5 - 12)

3 Declarations of Interest

To receive any declarations of Members' interests (pecuniary and non-pecuniary) in any matters which are to be considered at this meeting.

When Members are declaring a pecuniary or non-pecuniary interest in respect of which they have dispensation, they should specify the nature of such interest. Members should leave the room if they have a pecuniary or non-pecuniary interest in respect of which they do not have a dispensation.

4 Question Time:

To answer questions from members of the public pursuant to Executive Procedure Rule No. 13

5 Matters Referred to the Cabinet in Accordance with the Overview and Scrutiny Procedure Rules (Pages 13 - 16)

(Report of the Chair of the Infrastructure Safety & Growth Scrutiny Committee)

6 Staffordshire Leaders Board Update (Pages 17 - 24)

(Report of the Leader of the Council)

7 FHSF Update September 2024 (Pages 25 - 42)

(Report of the Leader of the Council)

8 Council Housing Tenants Annual Report (Pages 43 - 82)
(Report of the Portfolio Holder for Housing, Homelessness and Planning)

9 Exclusion of the Press and Public

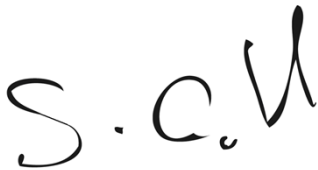
To consider excluding the Press and Public from the meeting by passing the following resolution:-

“That in accordance with the provisions of the Local Authorities (Executive Arrangements) (Meeting and Access to Information) (England) Regulations 2012, and Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during the consideration of the following business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Act and the public interest in withholding the information outweighs the public interest in disclosing the information to the public”

At the time this agenda is published no representations have been received that this part of the meeting should be open to the public.

10 Update on Commercial Lease (Pages 83 - 100)

Yours faithfully



Chief Executive

Access arrangements

If you have any particular access requirements when attending the meeting, please contact Democratic Services on 01827 709267 or e-mail democratic-services@tamworth.gov.uk. We can then endeavour to ensure that any particular requirements you may have are catered for.

Filming of Meetings

The public part of this meeting may be filmed and broadcast. Please refer to the Council's Protocol on Filming, Videoing, Photography and Audio Recording at Council meetings which can be found [here](#) for further information.

If a member of the public is particularly concerned about being filmed, please contact a member of Democratic Services before selecting a seat.

FAQs

For further information about the Council's Committee arrangements please see the FAQ page [here](#)

To Councillors: C Dean, D Foster, N Arkney, B Clarke, S Daniels and L Smith.

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MINUTES OF A MEETING OF THE CABINET HELD ON 10th OCTOBER 2024

PRESENT: Councillors C Dean, D Foster, N Arkney, B Clarke and S Daniels

The following officers were present: Stephen Gabriel (Chief Executive), Rob Barnes (Executive Director Communities), Anna Miller (Assistant Director – Growth & Regeneration), Tina Mustafa (Assistant Director Neighbourhoods), Hannah Peate (Assistant Director Environment, Culture and Wellbeing), Tracey Pointon (Legal Admin & Democratic Services Manager) and Laura Sandland (Democratic and Executive Support Officer)

Apologies received from: Councillor(s) L Smith

48 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor L Smith.

49 MINUTES OF PREVIOUS MEETING

The minutes of the previous meeting held on 16th September 2024 were approved as a correct record.

(Moved by Councillor B Clarke and seconded by Councillor N Arkney)

50 DECLARATIONS OF INTEREST

There were no Declarations of Interest.

51 QUESTION TIME:

None

52 MATTERS REFERRED TO THE CABINET IN ACCORDANCE WITH THE OVERVIEW AND SCRUTINY PROCEDURE RULES

Councillor C Bain Chair of Health & Wellbeing Scrutiny Committee presented the recommendations from the Updated Armed Forces Covenant Plan item that was discussed at the meeting of the Health and Wellbeing Scrutiny Committee on the 17th September 2024.

Following consideration of the item the Committee agree to the following recommendations being made to Cabinet:

1. Consider the appointment of a nonpolitical role for an Armed Forces Champion whilst there are serving Members who are veterans.

(Moved by Councillor S Doyle and seconded by Councillor C Bain)

RESOLVED that Cabinet

Agreed the appointment of a nonpolitical role for an Armed Forces Champion whilst there are serving Members who are veterans.

(Moved by Councillor B Clarke and seconded by Councillor S Daniels)

53 NATURE DECLARATION UPDATE

Report of the Deputy Leader of the Council and Portfolio Holder for Environmental Sustainability, Recycling and Waste to update the Cabinet on the authority's work around the Nature Recovery Declaration that was made in November 2023.

RESOLVED: that Cabinet

1. approved the Biodiversity Consideration, following IS&G Committee scrutiny as set out in Appendix 1; and
2. endorsed the progress and updates provided

(Moved by Councillor B Clarke and seconded by Councillor D Foster)

Members thanked officers for their support and hard work in compiling this report

54 SOCIAL HOUSING REGULATORY PROGRAMME UPDATE

Report of the Portfolio Holder for Housing, Homelessness and Planning To update Cabinet on the latest position regarding compliance with the Regulator Social Housing (RSH) Consumer Standards, published with effect from 2nd April 2024 and to support any emerging and/or additional recommendations arising from Corporate Scrutiny meeting on 09th October 2024; further informed by discussions at the Homelessness & Housing Advisory Board meeting on 1st October 2024.

RESOLVED That Cabinet

1. Acknowledged progress regarding the areas identified for self-referral to the Regulator Social Housing, summarised at Annex one
2. Approved the Tenant Impact & Risk Assessment arising from the Self-referral developed with Staffordshire Fire & Rescue Services, shown at Annex Two
3. Supported Homelessness & Housing Advisory Board discussions on the 1st October 2024 to progress the Autumn Roadshow consulting on the Tenant Involvement & Engagement Strategy launched at the Tenant Conference (16/9/24), Summarised at Annex Three; and
4. Agree recruitment of an independent Tenant Advocate to the Homelessness & Housing Advisory Board to support the Tenant Voice – referring details to Appointments & Staffing Committee for formal approval

(Moved by Councillor B Clarke and seconded by Councillor S Daniels)

Members thanked officers for their work and support on this report.

55 STAFFORDSHIRE LEADERS BOARD UPDATE

This item was deferred

56 UPDATE ON STRATEGIC REVIEW OF LEASEHOLD SERVICE CHARGES

Report of the Portfolio Holder for Housing, Homelessness and Planning/ Executive Director Communities to provide an update on the work done by Campbell Tickell in relation to Leasehold Service Charges and sets out a series of recommendations in relation to that report.

Councillor S Smith Chair of Corporate Scrutiny attended to notify Cabinet of the report and recommendations from this item that was discussed at Corporate Scrutiny on the 9th October 2024.

Councillor Smith presented Cabinet with an amendment to Recommendation 4 and an additional recommendation as set out below:

Amendment to recommendation 4

Cabinet approve the process for remedial works based on the completed surveys and utilising the QLTA approach. A detailed cost breakdown must be submitted to the next available Corporate Scrutiny Committee as a briefing note. Both these costs and the final invoices require approval from the Portfolio Holder for Housing, Homelessness & Planning

(Moved by Councillor Smith and seconded by Councillor Couchman)

Additional recommendation

Review & revise the payment plan criteria including the statement of means to ensure fairness and consistency.

(Moved by Councillor S Smith and seconded by Councillor M Summers)

Following a discussion Cabinet did not approve the recommendations from Corporate Scrutiny.

RESOLVED That Cabinet

1. Cabinet notes the recommendations set out in the Campbell Tickell report at Appendix 1 and specifically endorses the recommendations from that report for implementation. Details on the specific recommendations contained within the report are set out in the Executive Summary. (see report at Appendix 1)
2. endorses and reaffirms the recovery of sums related to Leasehold Service charge invoices in accordance with the Corporate Credit Policy (previously approved by Cabinet on 31st August 2023)
3. Cabinet approved the development of a service improvement plan that considers the timing and resources required to implement the recommendations set out at point 1 above. (see draft at Appendix 2)
4. Cabinet approved the commencement of remedial works in line with the surveys that have been completed, this would include commencement of consultations and the issuing of invoices upon completion.
5. Cabinet approves the use of Campbell Tickell to assist in the development of the Leaseholder Policy [recommendation (d) in Campbell Tickell report]
6. Cabinet approves the updated s20 notices produced by Campbell Tickell [recommendation (a) in Campbell Tickell report] (see Appendix 3)

7. Cabinet approves the responses to matters referred to Cabinet as set out in the table in the report; and
8. Cabinet approves taking a test case through the First Tier Tribunal to test assumptions in relation to component renewal. This will be subject to identifying one or more Leaseholders who are willing to participate in such a test case and is likely to take place once further engagement mechanisms are in place with Leaseholders.

(Moved by Councillor B Clarke and seconded by Councillor D Foster)

57 EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED: That members of the press and public be now excluded from the meeting during consideration of the following item on the grounds that the business involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (as amended).

(Moved by Councillor D Foster and seconded by Councillor S Daniels)

58 HOUSE PROJECT WITH STAFFORDSHIRE COUNTY COUNCIL

Report of the Portfolio Holder for Housing, Homelessness and Planning to update and seek approval for the pilot House Project Staffordshire which is a Staffordshire County Council SCC) proposal/initiative of which is over arched by County Council's Sufficiency Strategy – Homes for Children in our Care 2023-2026.

RESOLVED: That Cabinet

1. Approve the House Project (HP) proposal put forward by Staffordshire County Council for Care Leavers who wish to live in Tamworth and who are part of the project as shown in Annex 4.
2. Endorsed the request of three – five direct matches per annum to Care Leavers who are part of the House Project and who have been selected in line with their Care plan to live independently and receive the full support of the House Project and its aspirations; and
3. Delegated authority to the Portfolio Holder of Housing, Homelessness and Planning with the Executive Director for Communities to agree any further extensions to the project, past the two years remaining that County have commissioned for subject to a full evaluation

(Moved by Councillor B Clarke and seconded by Councillor S Daniels)

Members thanked Tina Mustafa, Sarah Finnegan and Tim Leese with the work and support on this project.

59 UPDATE ON HOUSING REPAIRS CONTRACT

Report of the Portfolio Holder for Housing, Homelessness and Planning to provide an update on the commercial position of the current repairs and investment contract with Equans, it identified terms of a commercial negotiation and provides details of contract value amendments to reflect the commercial/financial position of the contractual arrangements, including a contract reset and internal service transformation with the aim of improving service to tenants and leaseholders.

RESOLVED: That Cabinet

1. Cabinet endorsed the contents of the report produced by ARK Consulting [Appendix 1] and delegates authority to the Assistant Director (Assets), Executive Director (Communities) and the s151 Officer to enter into deed of variation with Equans on the basis of a revised Price Per Property Rate [PPP] of not more than £580.59 and a revised uplift on the Schedule of Rates for Voids of not more than +36.30%, with figures being subject to further due diligence checks; and
2. approved the payment of £228,000 to Equans in relation to an uplift of the Schedule of Rates that reflects an abnormal period of inflationary pressure in the construction industry in previous years of the contract.

(Moved by Councillor B Clarke and seconded by Councillor N Arkney)

Members asked for thanks to be passed to ARK Consulting for the help regarding this report and also thank to Rob Barnes and Paul Weston.

60 UPDATE ON COMMERCIAL LEASE

Report of the Portfolio Holder for Infrastructure, Heritage and Local Economy.

Resolved that Cabinet:

1. Approved the recommendations in the report

(Moved by Councillor N Arkney and seconded by Councillor B Clarke)

Leader

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31st October 2024**Report of the Chair of the Infrastructure Safety & Growth Scrutiny Committee****Matters referred to Cabinet in accordance with the Overview and Scrutiny Procedure Rules**

Scrutiny Committee	Title of Matter referred	Date of Scrutiny meeting
Infrastructure Safety & Growth Scrutiny Committee	Maintenance of Estates and Open Spaces	2 nd October 2024

Exempt Information

None.

Purpose

To notify Cabinet of the recommendations from the Maintenance of Estates and Open Spaces item that was discussed at the meeting of Infrastructure Safety & Growth Scrutiny Committee on the 2nd October 2024.

Recommendations

Following consideration of the item the Committee agree to the following recommendations being made to Cabinet:

1. That the Council investigates how it could provide an educational programme to inform residents of the services that Tamworth Borough Council are responsible for and what the County are responsible for.

(Moved by Councillor B Price and seconded by Councillor L Clarke)

2. Investigate the purchase of a bank cutting machine

(Moved by Councillor M Clarke and seconded by Council C Adams).

Background Information

At the meeting of the Infrastructure, Safety and Growth Scrutiny Committee the 11th June 2024 the Committee requested that an item be added to the workplan to look at the Maintenance of Estates and Open spaces. This item was scheduled to be heard by the Committee on the 22nd August but was deferred due to workload to the meeting on the 2nd October 2024.

Executive Summary

At the meeting on the 2nd October 2024 the Portfolio Holder for Environmental Sustainability, Recycling and Waste, the Assistant Director for Environment, Culture and Wellbeing and the Deputy Operations Manager, Street Scene attended and updated the Committees on the maintenance of estates and open spaces throughout the borough.

The update was via a presentation –

[\(Public Pack\)Agenda Document for Infrastructure, Safety and Growth Scrutiny Committee, 02/10/2024 18:00 \(tamworth.gov.uk\)](#)

The Committee were updated on the staffing structure, the areas of responsibility of the service, how the service was funded, what statutory and non-statutory services were provided, service risks and how the team could be contacted.

The Committee asked questions around tree works, including who was responsible for trees and the system used to identify whose responsibility a tree was, how enquiries were responded to, whether there were any timescales for responding to enquiries. Staffing was discussed and how the Council used Communications to report to residents how maintenance work was carried out.

During this discussion it was highlighted that educating residents on who was responsible for what, within the Borough was important. It was also discussed that this education should extend into schools to educate children on what the Council do and the impact they can have, i.e dropping litter.

A recommendation was to Cabinet was carried.

The Chair highlighted that they have visited the Depot in preparation for this report and spoken to Officers and further to this it was felt that a bank cutting machine would benefit the department.

A recommendation to Cabinet around this was carried.

Options Considered

None.

Key considerations

1. Scrutiny committees have statutory powers to make recommendations to the Executive, and the Executive (Cabinet) has a statutory duty to respond. They may also make reports and recommendations to external decision making bodies.
2. The agenda for Executive meetings shall include a standing item entitled 'Matters Referred to the Cabinet In Accordance with the Overview and Scrutiny Procedure Rules'. The reports of overview and scrutiny committees and sub-committees referred to the Executive shall be included at this point in the agenda (unless they have been considered in the context of the

Executive's deliberations on a substantive item on the agenda) within one calendar month of the overview and scrutiny committee or sub-committee completing its report/recommendations.

3. Scrutiny recommendations are addressed to the Cabinet, as the main Executive decision making body of the council (or, where appropriate, an external agency).
4. Cabinet is being asked to note the scrutiny report / recommendations and that an Executive Response to the scrutiny recommendations be prepared for consideration by the Cabinet within two months from receiving the report or recommendations.
5. The minutes of the meeting of the scrutiny committee provide the record of the scrutiny committee's consideration of the issue and the scrutiny recommendations made during the meeting.
6. The scrutiny committee will be notified of the Executive Response made in respect to the scrutiny recommendations and may track the implementation of the Cabinet decisions and any actions agreed. This enables the scrutiny committee to track whether their recommendations have been agreed, what actually was agreed (if different) and review any outcomes arising

Report Author

Councillor M Couchman
Chair of Infrastructure Safety & Growth Scrutiny

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Thursday, 31st October 2024

Report of the Leader of the Council

Staffordshire Leaders Board Update

Exempt Information

Not Exempt

Purpose

To inform Cabinet Members of the Staffordshire Leaders Board action to write jointly to Government to seek a conversation about devolution and how it could benefit the whole of Staffordshire.

Recommendations

It is recommended that:

1. Cabinet notes this update from the Staffordshire Leaders Board

Executive Summary

In the King's speech in July 2024, plans were unveiled to create an English Devolution Bill which aims to give local government greater powers over local growth through a standardised devolution framework set out in law.

On 30 September 2024 Leaders representing the county, city and eight district and borough councils across Staffordshire and Stoke-on-Trent wrote jointly to Government to seek a conversation about devolution and how it could benefit the area.

The Staffordshire Leaders Board have set out their commitment to explore how a transfer of powers and investment from Whitehall could boost the local economy and living standards.

This could include wide-ranging new powers around issues such as economic development and skills, housing, transport, energy and the environment, regeneration and planning.

There is more detail to come from Government around the new devolution framework and what this means in practice, but leaders across Staffordshire are ready to work with government to explore how devolution could bring extra powers and investment to support our ambitions.

In the letter to government, Staffordshire and Stoke-on-Trent's Council Leaders have welcomed the Government's flexibility on the governance arrangements for devolved

powers and recognise that whilst there are benefits to elected mayors for some areas, this is not a model which is suitable for Staffordshire and Stoke-on-Trent.

Options Considered

None specifically arising from this report

Resource Implications

None specifically arising from this report

Legal/Risk Implications Background

None specifically arising from this report

Equalities Implications

A copy of the Community Impact Assessment is available at Appendix 1

Environment and Sustainability Implications (including climate change)

None specifically arising from this report

Report Author

Stephen Gabriel – Chief Executive

Nicola Hesketh – Information Governance Manager (Monitoring Officer/DPO)

Community Impact Assessment

Part 1 – Details		
What Policy/ Procedure/ Strategy/Project/Service is being assessed?	Staffordshire Leaders Board update	
Date Conducted	30 September 2024	
Name of Lead Officer and Service Area	Nicola Hesketh – Information Governance Manager (Monitoring Officer/DPO)	
Commissioning Team (if applicable)		
Director Responsible for project/service area	Stephen Gabriel – Chief Executive	
Who are the main stakeholders	Cabinet	
Describe what consultation has been undertaken. Who was involved and what was the outcome	N/A	
Outline the wider research that has taken place (E.G. commissioners, partners, other providers etc)	N/A	
What are you assessing? Indicate with an 'x' which applies	A decision to review or change a service	<input type="checkbox"/>
	A Strategy/Policy/Procedure	<input checked="" type="checkbox"/>
	A function, service or project	<input type="checkbox"/>
What kind of assessment is it? Indicate with an 'x' which applies	New	<input checked="" type="checkbox"/>
	Existing	<input type="checkbox"/>
	Being reviewed	<input type="checkbox"/>
	Being reviewed as a result of budget constraints / End of Contract	<input type="checkbox"/>

Part 2 – Summary of Assessment

Give a summary of your proposal and set out the aims/ objectives/ purposes/ and outcomes of the area you are impact assessing.

To inform Cabinet Members of the Staffordshire Leaders Board action to write jointly to Government to seek a conversation about devolution and how it could benefit the whole of Staffordshire.

Who will be affected and how?

This report doesn't have any negative implications for protected characteristics. This will be subject to a review following decisions to progress with the deal.

Are there any other functions, policies or services linked to this impact assessment?

Yes No

If you answered 'Yes', please indicate what they are?

Part 3 – Impact on the Community

Thinking about each of the Areas below, does or could the Policy function, or service have a direct impact on them?

Impact Area	Yes	No	Reason (provide brief explanation)
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Gender Reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Marriage and Civil Partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Pregnancy & Maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Gypsy/Travelling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor

Community			
Those with caring/dependent responsibilities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those having an offending past	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Children	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Vulnerable Adults	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Families	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those who are homeless	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those on low income	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those with drug or alcohol problems	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those with mental health issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Those with physical health issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Social inclusion Please include refugees and asylum seekers,	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Social inclusion: Armed Forces The Armed Forces Covenant is a pledge that together we acknowledge and understand that those who have served in the armed forces, and their families, should be treated with fairness and respect and any impact should be considered	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Health and Wellbeing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor
Climate Change	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not a factor

Part 4 – Risk Assessment

From evidence given from previous question, please detail what measures or changes will be put in place to mitigate adverse implications. this includes climate change considerations

This is the section in which to please outline any actions to mitigate negative or enhance positive impacts in terms of economic, environmental or wider societal considerations, and actions to review and monitor the overall impact of the change accordingly.

Impact Area	Details of the Impact	Action to reduce risk

Part 5 - Action Plan and Review

Detail in the plan below, actions that you have identified in your Community Impact Assessment, which will eliminate discrimination, advance equality of opportunity and/or foster good relations.

If you are unable to eliminate or reduce negative impact on any of the impact areas, you should explain why

Impact (positive or negative) identified	Action	Person(s) responsible	Target date	Required outcome
	Outcomes and Actions entered onto Pentana			

Date of Review (If applicable)

Guidance and form updated July 2023 following CMT approval.

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Thursday 31st October 2024

Report of the Leader of the Council

FHSF Update

Purpose

To provide an update on the Future High Streets Fund (FHSF) programme of works.

Recommendations

It is recommended that:

1. The Committee note the progress and challenges of the programme of works

Executive Summary

Below is a summary of how each individual project within the Future High Street Fund is progressing. As we are now firmly in the delivery phase of the project, the contractor Speller Metcalfe and the TBC project team are working to progress works whilst still ensuring the town centre remains open and functional for businesses, residents and visitors.

Project Specific Updates

Middle Entry/FLEX:

Significant progress has been made in these areas since the last report in June 2024. The demolition of the vacant units to the south of Middle Entry is now complete with the Flex build underway. The contract for the Flex has been executed and the current anticipated completion date is April 2025.

The Middle Entry works have not yet commenced and are currently being re-programmed and re-costed. The legal agreement and works licence is currently being drafted and once jointly agreed with Peer Group will be signed and a programme for works established. The Ministry of Housing, Communities and Local Government are aware of the amendment and have consented to this. Works are currently programmed to start in the new year.

A stopping up application for the highways to the rear of the Middle Entry units is being progressed with support from Staffordshire County Council. The stopping up order is important because the construction of the new Flex building is on Highways land. Utilities diversions around the Middle Entry units are being identified and fall into Speller Metcalfe's scope of works. The contract for the Middle Entry works is targeted for end of September/start of October and is subject to Peer Group's approval of the works licence. The TBC project team are working with the Economic Development Team who are preparing the operational business case for the units, work to start attracting potential tenants is underway with marketing options to be reviewed.

Castle Gateway:

The Nationwide legal agreements are agreed and signed, with the handover of the former Peel Café to Nationwide's fit out contractor, ISG complete. Their fit out is estimated to take between 3-6 months. The TBC project team continue to liaise with Nationwide to see if they can complete this as soon as possible to facilitate the vacating of their existing unit. Until they have moved out of 26 Market St, we are unable to commence the demolition exercise. An application for the shopfront, made by Nationwide Building Society, was consented at the 02nd July 2024 planning committee .

The initial design and opening up works scope for Market Street properties has been prepared and has had conservation officer input. This is now with Speller Metcalfe to price and will be split into two stages: an enabling and opening up works package followed by the main works. This is necessary to understand the true condition of the building beneath the existing finishes. Upon the last visit to the site, it is clear that there are issues with water ingress and a pigeon infestation. The first phase of the enabling works has been completed, this consisted of an environmental clean and clearance of excess/overgrown vegetation at the rear of the building. Further enabling works are underway with opening up works (as agreed with Historic England and the conservation officer) to better understand the condition of the building before we progress to main works. The focus for the next phase of work will be ensuring the building is weatherproof with any holes/water ingress remedied. The stage one works contract is being prepared and the aim is for this to be sent out for signature by the second week of October.

Castle Gateway designs have been submitted for planning consent, which it is hoped will go to committee in October/November. The TBC project team are in dialogue with Staffordshire Highways with regards to plans for the public realm in this area. The TBC project team has been successful in securing UK Shared Prosperity Funding to aid with improvements to the Castle Gateway area and Scheduled Ancient Monument as these elements are outside the scope of the original FHSF scheme. The Castle Gateway Pre-Construction Services Agreement has now been signed following approval from Programme Board to proceed earlier this year. The works to widen the bridge are due to commence after the fireworks event to ensure minimal disruption, appropriate notice for pedestrian diversions will be implemented closer to the time. Trial holes to determine foundations and structural investigations took place in July, following consent from Historic England to proceed, with additional input from the county archaeologist and conservation officer given this borders the Castle and is within the Scheduled Ancient Monument. The main works to the Castle Gateway area, Castle Bridge and the Grade 2 listed Market Street properties will also require planning and scheduled ancient monument consent.

College Quarter:

The second Tamworth Enterprise Centre is due to complete in November, although there will also be a fit out to complete. Similarly to the Flex, the TBC project team continue to work with the Economic Development Team to source tenants, with a potential lead for a tenant on the entire top floor currently in negotiation.

The St.Editha's Square planning application is currently pending responses to highways queries. A s111 agreement required with SCC for works to adopted areas is in progress and the works information has been issued to Speller Metcalfe for pricing. Early indications show that the cost is over the original budget and has been subject to a value engineering exercise. There is a contingency available following award of extra funding following the full council meeting on February 27th. Currently works are likely to start in Autumn. Speller Metcalfe and TBC are mindful of keeping the town centre pedestrian and delivery routes open and would need to factor in the works required to the Middle Entry bridge links whilst programming the works to the square.

The TBC project team are working with the Economic Development Team in regards to market and trader relocation and communications during the works. Initial engagement has taken place with further visits to be undertaken when commencement dates are agreed.

There is good progress on site and the new South Staffordshire College is adopting a phased approach to opening, with this anticipated to start from Easter 2025. The college manage their own build contract and have now spent the entirety of their portion of the Future High Street Fund which is positive. The rest of their funding is from the Department of Education and covers their build.

Programme:

The programme remains challenging with such an ambitious suite of projects. As a reminder the requirements of the government funding originally was to ensure that money is contractually committed by the end of March 2024, actual delivery can continue after this date. However, The Department of Levelling Up Housing and Communities (now superseded by The Ministry of Housing , Communities and Local Government herein MHCLG) in 2023 communicated that an extension to the spend deadline has been awarded to delivering authorities, with funds needing to be committed by September 2024 and spent by March 2025. It is clear that some of the projects whilst moving along well are likely to extend beyond this date, this has been flagged in our monitoring reports to the Department of Levelling Up, Housing and Communities. At a recent meeting with MHCLG the delivery officer has no concerns about the progress that Tamworth Borough Council are making and has suggested that there will be a further extension granted for delivering authorities beyond March 2025, as yet there has been no further guidance on this.

The current position is that the team are working hard to get FHSF grant money spent by the end of March, and work towards this is progressing well.

Budget:

As the project continues to move forwards the budget monitoring currently indicates that the forecast spend is within the budget set at Full Council in February 2024.

As mentioned in the programme section above, some projects are due to extend beyond the March 2025 spend date. For the most part, the projects affected have match funding from the Borough Council and so the aim would be to spend the grant portion of the budget before March 2025 and use our own funds beyond this date as this is not bound by the same spend deadline.

It should be noted that draft costs have not yet been received for the Middle Entry works or Market Street properties. The condition of the Market Street properties was considerably worse than anticipated when the bid was pulled together due to specialist reports that have subsequently been commissioned. There is potential that the costs for the project may be higher than anticipated and exceed budget, given the extent of repairs required. Future meetings will provide updates on this position as the project progresses. Should the project come in overbudget and cannot be met with contingency funds , value engineering and scope will need to be reviewed with programme board.

Below table indicates the budgets for the Future High Street Fund Programme of works. The table illustrates spend to date from the beginning of the scheme, current commitments and accruals, year to date spend and current year budgets.

Since the beginning of the programme and award of the funds, the programme has been split down into three cost centres : College Quarter, Middle Entry and Castle Gateway. College Quarter consists of : the refurbishment of the Victorian Co-op building into the second enterprise centre , the new college building and St Editha’s Square landscaping. Middle Entry includes Middle Entry works, the new Flex building and landscaping. Castle Gateway

consists of Castle Bridge replacement, Nationwide's relocation to the former Peel Café, the demolition of the old Nationwide building, refurbishment of the Market Street properties and landscaping of the Castle Gateway area.

Project/ Cost Centre	Total Commitments	Total Accruals	2024/25 Year to Date Actuals	Sub Total	2024/25 Budget	Total Spend to Date
College Quarter	1,640,864.57	1290.75	955,329.05	2,597,484.37	3,197,960.00	14,820,976.62
Middle Entry	2,242,613.70	0	462,527.81	2,705,141.51	5,842,790.00	2,337,059.00
Castle Gateway	3,163,486.01	303	664,431.74	3,828,220.75	5,784,050.00	1,878,428.99

Communications:

Communications to date have been challenging because the programme timetable keeps changing as the design process continues. Speller Metcalfe and the Borough Council continue to engage directly with affected businesses, street traders and market stall holders. Affected market stall traders have been moved further down George St whilst works are underway to the Flex, Middle Entry and Peel Café following successful negotiation with the market provider LSD. The communications plan is in place consists of a communications activity timetable which shows planned activities and milestones as well as individual , detailed engagement plans for site specific plans for communications for stakeholders directly affected by site specific works. Hoarding wrap designs are displayed on the Enterprise Centre and Flex hoardings. Additional designs can be added to the Castle Gateway and Market Street hoardings once these go up. Advertising consent was obtained via planning by the FHSF Officer, applications will be made for the remaining sites. The FHSF officer will work with the communications team to produce some informative video content that is available to the public. The first video has been published, detailing a behind the scenes look at the TEC2 development in the former Co-op.

Resource Implications

Budget constraints as currently known have been met following Full Council awarding additional funding.

Legal/Risk Implications Background

Legal- Outstanding contract/ works licence with Peer Group for works to Middle Entry and contracts with Speller Metcalfe for remaining sites.

Risk- Risk is reported monthly by our project management and cost consultant to the project team via risk register and monthly client review update. The TBC project team also attend the Audit and Governance committee quarterly to report on FHSF risks. The last meeting of this committee was 26th June 2024, the report and accompanying risk register was exempt.

Equalities Implications

See CIA that refers to this report directly.

Environment and Sustainability Implications (including climate change)

TBC continues to review with the contractor, Speller Metcalfe to monitor if any adverse impact or opportunities to mitigate potential impact if any are identified As there is new builds and demolition taking place there is a potential for negative carbon impact and emissions. Several of the projects within the FHSF scheme are refurbishments designed to restore

original buildings in favour of demolish and rebuild. Additionally, additional planting and greenery will be added to new public realm areas and has potential to positively increase biodiversity.

Whilst Tamworth Borough Council are not managing the college build, it should be noted that the influx of new students and staff into the town centre presents an opportunity to promote cycling and use of public transport as a more sustainable form of travel. However, it is to be expected that additional car users will be present in town centre, thus potentially resulting in a small increase in emissions in the town centre.

Background Information

N/A

Report Author

Anna Miller- Assistant Director – Growth & Regeneration
Alice Poulton- Regeneration Project Officer

List of Background Papers

N/A

Appendices

Community Impact Assessment

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Community Impact Assessment

Part 1 – Details

What Policy/ Procedure/ Strategy/Project/Service is being assessed?	Future High Street Fund Programme of Works.	
Date Conducted	12.06.2024	
Name of Lead Officer and Service Area	Alice Poulton ,Regeneration Project Officer	
Commissioning Team (if applicable)		
Director Responsible for project/service area	Anna Miller, Growth and Regeneration	
Who are the main stakeholders	<p>Internal council teams/services: Assets, Economic Development and Regeneration, Communications, Finance, Arts and Events, Street Scene</p> <p>Local businesses, town centre users, Tamworth residents , South Staffordshire college students , County Highways, Nationwide Building Society (property team and Tamworth branch)</p>	
Describe what consultation has been undertaken. Who was involved and what was the outcome	What's Next Tamworth Survey – 2019 ahead of bid submission to government in 2020.	
Outline the wider research that has taken place (E.G. commissioners, partners, other providers etc)		
What are you assessing? Indicate with an 'x' which applies	A decision to review or change a service	<input type="checkbox"/>
	A Strategy/Policy/Procedure	<input type="checkbox"/>
	A function, service or project	x
What kind of assessment is it? Indicate with an 'x' which applies	New	<input checked="" type="checkbox"/>
	Existing	<input type="checkbox"/>
	Being reviewed	<input type="checkbox"/>

	Being reviewed as a result of budget constraints / End of Contract	<input type="checkbox"/>
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Part 2 – Summary of Assessment

Who will be affected and how?

There will be multiple affected stakeholders , the programme of works involves internal teams but will also affect those in proximity to where the work takes place. This primarily will be town centre users, residents, businesses. It will also involve other delivery partners such as the Highways department of the county council who will be working with us on agreements for the public realm works.

Are there any other functions, policies or services linked to this impact assessment?

Yes x No

If you answered 'Yes', please indicate what they are?

Assets – acquisition and ongoing management and maintenance of TBC owned buildings that are part of the FHSF project
Economic Development – TEC2 and Flex operational activity, designing operating model as well as attracting and managing tenants.
Planning- reviewing applications and dealing with any objections
Communications- Communicating progress, responding to press enquiries . ensuring key information is available
Street Scene- additional maintenance of new public realm and any planting
Highways – As part of the existing reverse agency agreement with TBC, the Highways team will be responsible

Part 3 – Impact on the Community

Thinking about each of the Areas below, does or could the Policy function, or service have a direct impact on them?

Impact Area	Yes	No	Reason (provide brief explanation)
Age	<input type="checkbox"/>	X	Outputs of scheme are designed to be beneficial for all age groups. Some schemes may be more targeted benefits e.g the college will

			directly advantage school leaver ages. However, the remainder of the schemes should be accessible and beneficial to all age groups as are mainly focused around accessibility , improvement of public realm surroundings and diversifying retail and business offer in the town centre.
Disability	X	<input type="checkbox"/>	<p>Accessible public realm adjustments to St Editha's Square – currently not level so can be difficult for those with wheelchairs or sight impairments to navigate. Slopes to be added to Middle Entry/Flex plaza as well as steps to provide alternate means of access that isn't currently available. Bridge in Castle Gateway area will be widened to increase capacity and will be accessible to wheelchair/mobility scooter uses .</p> <p>The new TEC2 building has a platform lift installed , building was not previously accessible .</p> <p>The paving has been chosen which is non-slip to facilitate safe use by all.</p>
Gender Reassignment	<input type="checkbox"/>	x	The components of the FHSF scheme are broadly : new accessible public realm, improving link between heritage assets/walkways through the town centre and new offer for retail and new services office space at TEC2. The majority of these should not have any negative impact on individuals who are going through gender reassignment. Any prospective tenants for the flexible retail space and the TEC2 would be assessed equally and not discriminated against on this basis.
Marriage and Civil Partnership	<input type="checkbox"/>	x	There is no direct impact on those who are married, civil partnered –

			scheme is designed to be beneficial to all town centre users regardless of marital/partnered status
Pregnancy & Maternity	<input type="checkbox"/>	x	The components of the FHSF scheme are broadly: new accessible public realm, improving link between heritage assets/walkways through the town centre and new offer for retail and new services office space at TEC2. The majority of these should not have any negative impact on individuals who are pregnant or on or returning from maternity leave. Any prospective tenants for the flexible retail space and the TEC2 would be assessed equally and not discriminated against on this basis.
Race	<input type="checkbox"/>	x	The components of the FHSF scheme are broadly: new accessible public realm, improving link between heritage assets/walkways through the town centre and new offer for retail and new services office space at TEC2. All schemes are designed to be accessible for anyone from any race. Any prospective tenants for the flexible retail space and the TEC2 would be assessed equally and not discriminated against on this basis.
Religion or belief	<input type="checkbox"/>	x	The components of the FHSF scheme are broadly: new accessible public realm, improving link between heritage assets/walkways through the town centre and new offer for retail and new services office space at TEC2. All schemes are designed to be accessible for anyone from any religious background or belief. Any prospective tenants for the flexible retail space and the TEC2 would be assessed equally and not discriminated against on this basis.
Sexual orientation	<input type="checkbox"/>	x	The components of the FHSF scheme are broadly: new accessible public realm, improving link between heritage assets/walkways through the town

			centre and new offer for retail and new services office space at TEC2. All schemes are designed to be accessible for all regardless of sexual orientation. Any prospective tenants for the flexible retail space and the TEC2 would be assessed equally and not discriminated against on the basis of sexual orientation.
Sex	<input type="checkbox"/>	x	The components of the FHSF scheme are broadly: new accessible public realm, improving link between heritage assets/walkways through the town centre and new offer for retail and new services office space at TEC2. All schemes are designed to be accessible for all regardless of sex. Any prospective tenants for the flexible retail space and the TEC2 would be assessed equally and not discriminated against on basis of an individual's sex.
Gypsy/Travelling Community	<input type="checkbox"/>	x	
Those with caring/dependent responsibilities	<input type="checkbox"/>	x	
Those having an offending past	<input type="checkbox"/>	x	
Children	<input type="checkbox"/>	x	No scheme directed specifically at children but neither are there any elements of the scheme that should negatively impact them. Improvement to public spaces should be a benefit to children who are town centre users. Those of school leaver age and future generations will benefit from having a new college facility.
Vulnerable Adults	<input type="checkbox"/>	x	Vulnerable adults should not be negatively impacted or have any issues using or accessing the new retail offer or office provision provided. Neither should any of the new public spaces not be accessible or be hard to use for vulnerable adults.
Families	<input type="checkbox"/>	x	
Those who are homeless	<input type="checkbox"/>	x	The schemes should not require

			relocation of any homeless or rough sleepers. It should be noted that whilst the schemes are designed to improve the town centre and increase footfall and spending, homeless individuals will not directly see a positive impact as are not likely to have disposable income to use the new retail units or may not be in employment or in a position to benefit from the TEC2 as this is targeted specifically at local businesses.
Those on low income	<input type="checkbox"/>	x	Whilst components of the scheme do not have a direct impact, it should be noted that as some of the scheme is related to new retail that this is dependent on spending potential and prices of goods for individuals as to whether this in particular is accessible. Other schemes that form part of the FHSF should not have a direct or negative impact.
Those with drug or alcohol problems	<input type="checkbox"/>	x	None of the schemes should present any exclusion for those with drug or alcohol issues or any opportunity to potentially exacerbate any existing problems
Those with mental health issues	<input type="checkbox"/>	x	The schemes should not negatively impact anyone with mental health issues. The schemes are designed to improve the experience of town centre users. Any prospective tenants for the Flexible retail space and TEC2 should have equal opportunities to apply for units regardless of and without discrimination of any mental health issues.
Those with physical health issues	<input type="checkbox"/>	x	The schemes should not negatively impact anyone with physical health issues. The schemes are designed to improve the experience of town centre users, making the town centre physically more accessible as public realm is improved to be more level and user friendly . Any prospective tenants for the Flexible retail space and TEC2 should have equal opportunities to apply for

			units regardless of and without discrimination of any physical health issues.
Social inclusion Please include refugees and asylum seekers,	<input type="checkbox"/>	x	
Social inclusion: Armed Forces The Armed Forces Covenant is a pledge that together we acknowledge and understand that those who have served in the armed forces, and their families, should be treated with fairness and respect and any impact should be considered	<input type="checkbox"/>	x	The components of the FHSF scheme are broadly: new accessible public realm, improving link between heritage assets/walkways through the town centre and new offer for retail and new services office space at TEC2. All schemes are designed to be accessible for all regardless of whether individuals or families associated have an armed forces background. Any prospective tenants for the flexible retail space and the TEC2 would be assessed equally and not discriminated against on basis of an individual's previous service history.
Health and Wellbeing	x	<input type="checkbox"/>	Whilst the scheme is not aimed at improving health and wellbeing there are some positive impacts as a result of the interventions that may have an impact. The improvement of public realm offers additional outdoor and green space for town centre users. The potential for new business opportunities with the flexible rental units and rental space may improve opportunities for individuals and therefore wellbeing as a result of improved prosperity/personal circumstances.
Climate Change	x	<input type="checkbox"/>	As there is new builds and demolition taking place there is a potential for negative carbon impact and emissions. Several of the projects within the FHSF scheme are refurbishments designed to restore original buildings in favour of demolish and rebuild. Additionally, additional planting and greenery will be added to new public realm areas and has potential to positively increase biodiversity. Whilst Tamworth Borough Council

			are not managing the college build, it should be noted that the influx of new students and staff into the town centre presents an opportunity to promote cycling and use of public transport as a more sustainable form of travel. However, it is to be expected that additional car users will be present in town centre, thus potentially resulting in a small increase in emissions in the town centre.
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Part 4 – Risk Assessment

From evidence given from previous question, please detail what measures or changes will be put in place to mitigate adverse implications. this includes climate change considerations

This is the section in which to please outline any actions to mitigate negative or enhance positive impacts in terms of economic, environmental or wider societal considerations, and actions to review and monitor the overall impact of the change accordingly.

Impact Area	Details of the Impact	Action to reduce risk
Climate Change	<p>With increased engagement with town centre and the addition of the new college, waste, cleanliness, pollution and noise would need to be maintained.</p> <p>Overtime, high footfall to the town centre would be positive, but in the future might result in additional street cleaning or monitoring. This is to be reviewed. Currently, the high street is considered to be underutilised so there is infrastructure already to attract more visitors than the town has now.</p>	<p>Engagement with street scene team around maintenance of public spaces and litter management. South Staffordshire College will have their own policies around ensuring their impact on the town centre is positive. In terms of influx of vehicle traffic, controlled issuing of permits in restricted numbers and promotion of public transport routes may assist but ultimately not much the council can do about the increase in footfall as more students come into class. The existing site is just outside of the town centre so it is not much further for existing staff and students to travel to.</p>
Low Income	A very small part of the scheme (Flex retail units) may	Monitoring of spend and prices set by individual retailers could assist but realistically the council have

	<p>potentially sell goods that might be at a higher price point, therefore there is potential risk that the Flex retail space would be under utilised or that there may not be enough spend for it to remain open.</p>	<p>little control over independent businesses prices as these will be dictated by their own running costs and profit margins. Research at the time of the FHSF bid suggested that a diversification of retail offer may bring new customers or renewed interest from existing visitors so shows there is demand for the space. Existing affordable retail offer will remain in the town centre.</p>

Part 5 - Action Plan and Review

Detail in the plan below, actions that you have identified in your Community Impact Assessment, which will eliminate discrimination, advance equality of opportunity and/or foster good relations.

If you are unable to eliminate or reduce negative impact on any of the impact areas, you should explain why

Impact (positive or negative) identified	Action	Person(s) responsible	Target date	Required outcome
Positive: Increased footfall in the town centre, increased dwell time with new retail offer and public realm as well as increased users of town centre with college and second enterprise centre. Presents opportunities for both existing and new businesses to benefit from increased prosperity in the town centre.	Targeted communications and engagement plan to keep traders and businesses informed throughout the works to ensure no negative impact and that visitors to town centre are aware that the town centre is open for business. Monitor via spending and footfall reports already in place and sent to the Economic Development team to measure impact.	Alice Poulton/Anna Miller	By end of project April 2025- monitoring of data and footfall reports ongoing yearly with no fixed end date as informs success of FHSF interventions and other Economic Development work streams	Completion of all project outputs to ensure positive increase in town centre use. Continued monitoring of reports and data to measure impact.
Positive: improvement of town centre surroundings and accessibility	New relandscaped areas to be more even and accessible. General addition of seating and planting to improve dwell areas for all town centre users and to create a cohesive town centre design that	Alice Poulton/Anna Miller	By June 2025	Completion of public realm/Nationwide demolition to ensure benefits are realised.

	draws people through it. Improved viewpoints and access into the castle grounds once old Nationwide building is demolished .			
Negative & Positive: Climate Change	Specifically as a result of increased use in town centre as has shown decline in previous years. Will likely require monitoring of additional traffic and footfall and measures to ensure additional waste and usage of town centre is effectively managed and cleaned . As a positive impact, there will be increased biodiversity as a result of new planting in public realm and castle gateway areas and installation of sustainable urban drainage systems.	Alice Poulton/Anna Miller	June 2025	Completion of project and continued monitoring and maintenance of new planting . Will require college and council to monitor parking data and parking permits and emissions from any new buildings. Whilst new buildings are replacing other buildings that has existing energy output and uses – most should be more efficient as either new builds or refurbishments with more efficient energy outputs and EPC ratings.

Date of Review (If applicable)

Guidance and form updated July 2023 following CMT approval.

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Thursday, 31 October 2024

Report of the Portfolio Holder for Housing, Homelessness and Planning

Council Housing - Tenants' Annual Report 2023/2024

Exempt Information

None

Purpose

The purpose of the report is to: -

- Set out the detail for the Councils Annual Report for council housing tenants' 2023/24.
- Agree the headline improvement action plan for the tenant satisfaction measure survey undertaken in 2023/24.
- Set out the arrangements for undertaking the annual tenants' satisfaction measure survey 2024/25 as per the Regulatory requirements, including the use of grant funding from MHCLG for this purpose.
- Provide update on the tenants' conference on 16th September 2024, and the forthcoming consultation roadshow on the draft `tenant involvement and consultation strategy 2025-30`.
- Set out the details for the `Getting to Know You` survey being launch during the winter of 2024 to understand the diverse needs of our tenants which will be used to shape and improve housing services.

Recommendations

Cabinet are recommended to: -

1. Approve the draft `Council Housing Tenants' Annual Report 2023/24` for circulation to all Council's tenants via the Council's website, to support effective scrutiny by tenants of their landlord's performance. **Appendix A.**
2. Delegate authority to the Portfolio Holder for Social Housing, Homelessness & Planning and the Executive Director of Communities to make the final amendments to the draft Council Housing Tenants' Annual Report 2023/24, prior to digital circulation to Council tenants.
3. Approve the headline improvement action plan for the Tenants Satisfaction Measure Survey undertaken in 2023/24. **Appendix B.**
4. Approve the commissioning of an independent research company to undertake a census annual tenants' satisfaction measure survey for 2024/25, as per the Regulator of Social Housing's requirements. Noting the grant funding set out in the report.
5. Endorse the arrangements for the tenants' conference 2024 highlights video and the consultation roadshow timetable (**Appendix C**) following the tenants conference, designed to put tenants at the heart of housing services.
6. Delegate final arrangements to the Portfolio Holder for Housing, Homelessness and Planning and the Executive Director of Communities for the `Getting to Know You` survey to be undertaken during the winter of 2024.

Executive Summary

This report deals with the routine reporting of the council's annual housing landlord performance to its tenants.

Cabinet will be aware that the Council has self-referred to the Regulator of Social Housing in relation to some of the consumer standards requirements and those details have been reported separately to Corporate Scrutiny on 9th October 2024, followed by Cabinet on 10th of October 2024.

The Council Housing Tenants' Annual Report 2023/24 covers the period between the beginning of April 2023 and the end of March 2024. This is the 14th tenants' annual performance report and is developed with the Council's Tenant Consultative Group who continue as part of the regulatory framework to influence, scrutinise and inform policy decisions.

Given the changing landscape around housing regulation and based on the Council's ambition to put tenants and leaseholders at the heart of its service, the Council took the opportunity to take part in a HQN's session 'Annual Report – Time to Mark Your Homework' specifically designed to review Tamworth's annual report. The outcome identified strengths and some learning which have been incorporated into the Tenants' Annual Report 2023/24, which mainly included making the report shorter and an easier read.

Tenants' Annual Report 2023/24

As part of the Transparency, Influence and Accountability Consumer Standard the Council is required to annually publish their performance. The tenants' annual report is a recognised mechanism for achieving this along with publishing its annual tenant satisfaction measure results. At Tamworth, tenants have actively been involved in the development of the tenants' annual report via the tenants' voice panel group. Their feedback has been incorporated into the draft Tenants' Annual Report 2023/24 attached at **Appendix A**.

This Tenants' Annual Report 2023/24 reflects the Council's housing landlord performance against the Regulator of Social Housing new approach for assessing how well social housing landlords in England are doing at providing good quality homes and services which took effect from 1st April 2024. The Regulator introduced a suite of revised four consumer standards (1. Safety & Quality Standard, 2. Tenancy Standard, 3. Neighbourhood & Community Standard, 4. Transparency, Influence and Accountability Standard) which includes a set of 22 defined tenant satisfaction measures (TSM's) that housing landlords must report on annually, which the Regulator will soon make public for all landlords with 1,000 or more homes.

Like previous years, Cabinet know that performance of the Council's stock retained services is reported annually to its tenants, including achievements, areas for continual improvements, key performance indicators and compliance across the Regulator of Social Housing's consumer standards. This year the Tenants' Annual Report will also include the Council's first annual tenant satisfaction performance measure results undertaken during 2023/2024.

Routinely, the production of the Tenants' Annual Report involves benchmarking with Housemark as a way of evaluating Tamworth's performance against external standards, or with other landlords for the purpose of learning to inform service planning and improvements.

You can view our full performance information in our Tenants' Annual Report 2023/24 attached at **Appendix A**, with a summary of the key performance set out in the table below.

Circulation of the Tenants' Annual Report 2023/24

The Annual Report must be circulated to all tenants, so it is proposed to place a copy on the Council's website and tenant's portal for tenants to access, distribute copies within its sheltered and supported schemes, and provide any hard copies on request.

We propose any final amendments to be delegated to the Portfolio Holder for Housing, Homelessness and Planning for final approval.

Tenant Satisfaction Measures Performance 2023/24

To comply with the new regulatory requirements, this year's report will also include the Council's 22 tenant satisfaction key performance measure results for 2023/2024.

The 22 tenant satisfaction measures cover five themes: repairs, building safety, effective complaint handling, respectful and helpful tenant engagement, and responsible neighbourhood management. Of these 22 measures, 12 must be collected through an annual tenant-perception survey and 10 through landlord data directly. Tenants and the Regulator will be able to use these measures to understand how well landlords are doing and who need to improve the service they offer to their tenants.

The Council submitted their first year of annual tenants' satisfaction measures performance measures results for 2023/24 to the Regulator in June 2024 as per their requirements, including publishing the results on the Council's website. You can view our full tenants 22 satisfaction measures performance for 2023/24 on Council's website on the link that follows: [Tenant Satisfaction Measures and Performance Information | Tamworth Borough Council](#)

Set out below is the Annual Tenants Satisfaction Measure Survey Findings for 2023/24.

- 58% satisfied with the overall service provided by the Council
- 62% satisfied with the overall repairs service
- 62% satisfied with the time taken to complete most recent repair
- 63% satisfied that the Council provides a home that is well maintained
- 69% satisfied that the Council provides a home that is safe
- 51% satisfied that the Council listens to their views and acts upon them
- 56% satisfied that the Council keeps them informed about things that matter to them
- 69% agree that the Council treats them fairly and with respect
- 23% satisfied with the Council's approach to complaints handling
- 68% satisfied that the Council keeps communal areas clean and well maintained
- 52% satisfied that the Council makes a positive contribution to their neighbourhoods
- 54% satisfied with the Council's approach to handling anti-social behaviour

Tenant Satisfaction Measures Improvement Action Plan

Based on the results and feedback from our tenant satisfaction measures survey 2023/24 the Council has been working with the Tenant Consultative Group to agree an outline improvement action plan to address and improve tenants' perception and satisfaction with housing services. This will also form part of the discussions as the Council commences its consultation roadshow during November 2024 on its draft Tenant Involvement and Consultation Strategy 2025-2030. Details on the consultation roadshow are set out below in this report.

The headlines from the improvement action plan are set out in full in **Appendix B**. The intention is to consult on the development of the SMART implementation plan once Cabinet have approved these headlines during the consultation roadshow.

The action plan is based around the five themes of the tenant's satisfaction measure survey (safe & well-maintained homes, repairs, communication, neighbourhoods and complaints). A summary is listed below:

We will:

- work hard to improve the time taken to complete a repair after reporting it
- communicate with our tenants on capital works programmes & repairs performance
- publish a suite of housing services standards, so tenants know exactly what level of service to expect
- carry out an annual estate inspection programme
- co-design with tenants our new `tenants' involvement and consultation strategy 2025-30 to ensure tenants are at the heart of decision making affecting their homes and have their voices heard
- make sure we are clear about what anti-social behaviour is and what we can act on
- provide refresher customer care services training for our staff including active listening and effective communication
- Re-open the Council's front desk reception early 2025

Tenant Satisfaction Measure Survey 2024/25 and grant funding

On 29 August 2024, the Ministry of Housing, Communities and Local Government (MHCLG) published their section 31 grant funding determination letter to local authorities.

<https://www.gov.uk/government/publications/tenant-satisfaction-measures-2024-2025-section-31-grant-determination-letter/tenant-satisfaction-measures-2024-2025-section-31-grant-determination-letter>

The purpose of this grant is to support with social housing stock in England to fund the collection of the tenant satisfaction measures over the 2024/25 financial year. The funding has been paid through a section 31 grant. The amount of grant to be paid to Tamworth Borough Council is £17,284.00 and subject to Cabinet approval will be used to cover the costs of commissioning an independent research company to undertake a census annual tenants' satisfaction survey for 2024/25, which will take place during January and February 2025.

Update on the success of the Tenant Conference 2024

With the Regulator of Social Housing's new approach to consumer regulation the aims of this year's tenants' conference was to put a spotlight on these regulatory changes and it was a good start to rebuilding trust, improving tenant-landlord relationship, whilst continuing to put tenants at the heart of the housing services we provide.

Tamworth Borough Council were proud to host its Tenants & Leaseholders Conference 2024 at the Assembly Rooms in Tamworth on Monday 16th September 2024, from 12 noon to 3:30pm. It was a full house with over 70 tenants and leaseholders in attendance. Tenants and leaseholders came from all over Tamworth to attend the conference. Some used free transport to and from the venue provided by the Council. This meant those who are unable to drive could be given the chance to go.

The full presentations and tenants' involvement video shown during the conference are available on the following links below:

<S:\Housing and Health Directorate\Housing\Board - tenants conference 2024\Tenant Conference 16 September 2024 final.pptx>

<S:\Housing and Health Directorate\Housing\Board - tenants conference 2024\Update on Consumer Regulation Yvonne Davies Slides.pptx>

<S:\Housing and Health Directorate\Housing\Board - tenants conference 2024\Linda Slides Tamworth 2024 V2.pptx>

<S:\Housing and Health Directorate\Housing\Board - tenants conference 2024\Tenant Conference Celebrating our Tenant Leaseholder Voice 160924.pptx>

<S:\Housing and Health Directorate\Housing\Board - tenants conference 2024\Tenant Conference - Final.pptx>

As a way of thanking tenants and leaseholders for attending the tenants' conference and to provide those who could not attend the opportunity to see what went on during the conference, Council Officers are currently preparing a short video which will include a wide range of photos taken throughout the conference with consent from all participants.

The tenants' conference video will be posted on the Council's website along with the presentations shown during the conference, which will also be shared with staff, members and external partners too.

Consultation Roadshow – draft Tenant Involvement & Consultation Strategy 2025-2030

On 1st October 2024 Officers gave the initial feedback on the success of the tenants' conference to the Housing, Homelessness & Planning Board and included the development of the consultation roadshow which will take place across Tamworth from Monday 18th November to Friday 29th November 2024.

The consultation roadshow is seeking views from our tenants on the council's new draft 'Tenant Involvement and Consultation Strategy 2025-2030'. This strategy aims to engage and communicate with tenants in a more transparent and accountable way. It also seeks to build on the former engagement successes, to drive housing service improvements and build a stronger relationship with our tenants. Tenants feedback will be used to shape and co-design the final strategy which will be published early 2025 following Council Cabinet approval.

You can view full details of the consultation roadshow invitation programme including calendar of events and different methods of participation, attached at **Appendix C**, which will be sent out to every tenant.

'Getting to Know You' Tenant Insight Survey

The Council have engaged the use of M.E.L Research, a specialist insight consultancy company to undertake a tenants' '**Getting to Know You**' insight census survey and an associated findings report during the winter of 2024.

The collected insight information will be used to understand the diverse needs and characteristics of our tenants which will help shape fair and equitable outcomes for our tenants, as per the regulatory requirements set out in their Transparency, Influence and Accountability Standard.

To gather the required tenant insight information which will include but not limited to the 9 protected characteristic: age, disability, gender reassignment, marriage and civil partnership, pregnancy, race, religion or belief, sex and sexual orientation. The tenant insight census survey approach will consist of the following collection methods, set out in the table below:

Aim to contact all Tamworth Borough Council tenants		
Digital / QR code linked to on-line survey	MEL Research	
Council contact	All Council Officers who are contacted by Tenant	During November & December 2024
By Email	MEL Research	
Over the phone	MEL Research	

To promote the tenant insight survey, the Council will launch a **‘Getting to Know You’** promotional campaign with the aim of reassuring tenants that this is a legitimate request for personal information by the Council and the findings will be used to shape and improve housing services.

The Council’s communication team will promote the **‘Getting to Know You’** campaign via a wide range of communication channels including press release, website, tenants’ portal, social media, tenants newsletters etc.

Financial Implications

Annual Report

With the production of a digital Annual Report 2023/24 there are very minimal financial implications. As like previous years, the Annual Report will be advertised on the web, via an e-newsletter and targeted hard copies to ensure value for money and these costs can be met from existing budgets, approximately £250. The council saves on average £2000 a year on printing costs by producing a digital annual report rather than a paper one, which has been reported previously.

Tenant Satisfaction Survey 2024/25

As per the conditions of the Section 31 grant of £17,284.00 this will be used to cover the cost of commissioning an independent research agency to carry out the tenant satisfaction measures survey 2024/25 and support the Council with submitting the results to the Regulator.

Consultation Roadshow, November 2024

No associated financial implications arising from this consultation event other than the small cost £150 of posting an invitation letter out to all tenants which can be met from existing budgets.

All venues being used for the roadshow are Tamworth Borough Council owned which means no venue hire charges have been incurred.

Getting to Know you Survey, Autumn 2024

Preliminary discussions have been held with M.E.L. Research Consultancy to undertake a tenants' 'Getting to Know You' insight census survey with associated baseline findings informing the delivery of a SMART improvement plan supporting engagement, involvement and inclusivity. It is recommended to delegate authority to the Portfolio Holder for Housing, Homelessness and Planning to finalise these arrangements.

Risk Implications

Regulatory Standards set by RSH	Risk	Mitigation
	The regulatory framework requires the Council to publish its housing performance information and TSM survey results consult with tenants and understand the diverse needs of our tenants. Failure to do so will be a breach of the framework and may result in regulator intervention and/or enforcement.	Finalise and publish the Annual Report in October/November 2024. Undertake tenants' satisfaction survey for 2024/25 in January 2025. Undertake consultation roadshow during November 2024 & Getting to Know You survey Autumn 2024.

1. Timetable

Finalise draft of tenants' annual report 2023/24 & arrange with graphics to produce into an e-booklet	October 2024
Publish tenants' annual report 2023/24 on website	November 2024
Undertake consultation roadshow – draft tenants' involvement & consultation strategy 2025-30	November 2024
Getting to Know You Survey	Winter Nov/Dec 2024
Commission independent research agency to undertake 2024/25 Tenant Satisfaction Survey	Commission November/December 2024 Survey January 2025
Report on findings of the 22 Tenant Satisfaction Measures performance to the Regulator	June 2025

Report Author

Lee Birch, Head of Housing Management & Neighbourhood Resilience
Tina Mustafa – Assistant Director Neighbourhoods

Appendices

Appendix A - Draft, Annual Neighbourhood Services Report 2023/24
Appendix B – Tenant Satisfaction Measure Improvement Action Plan
Appendix C – Consultation Roadshow Programme

Tenant Satisfaction Measures Action Plan

Based on the tenant and leaseholder feedback from our Tenant Satisfaction Measures Survey 2023/24 we have developed headline areas for improvement with tenants. Once Cabinet have approved this approach this will be developed into a SMART delivery plan with tenant's timeline and implantation arrangements. There is a roadshow planning the Autumn 2024 and feedback will inform a tenant involvement and engagement strategy as well as the action plan below.

This improvement action plan is based around the five themes of the survey, the headline actions are detailed below.

<p>Provides a home that are safe 69%.</p> <p>1. Maintenance programme</p> <ul style="list-style-type: none"> we will continue to invest in homes including capital planned works and undertake the required safety compliance checks we will communicate our capital investment works programme we will communicate our homes safety performance information with tenants 	<p>Responsible Assistant Director</p> <p>PW</p>
<p>Satisfaction with Repairs over the last 12 months 62%. Time taken to complete your most recent repairs after you report it 62%. Home that is well maintained 63%.</p> <p>2. Repairs service</p> <ul style="list-style-type: none"> we will analyse the survey findings about repairs with our repair's contractor and identify areas for improvement we will work hard to improve the time taken to complete a repair after reporting it we will review our repairs performance and how we communicate this clearly with tenants 	<p>PW</p>
<p>Listen to views and act upon them 51%. Keeps you informed about this that matter to you 56%. Treats me fairly with respect 69%</p> <p>3. Communication with tenants</p>	

<ul style="list-style-type: none"> • We will undertake a `Getting to Know` you survey to understand the diverse needs of our tenants and so we can produce a tenant inclusivity plan • We will co-design a tenant conference timetable and content to be agreed with tenants • We will engage and co-design with tenants our new `tenants` involvement and consultation strategy 2025-30 to ensure tenants are at the heart of decision making affecting their homes and have their voices heard • We will publish and promote our suite of service housing service standards so tenants know exactly what level of service they can expect including service response times • We will re-open Tamworth Borough Council's front reception early 2025 • We will provide refresher customer care service training for all our staff including active listening and effective communication 	<p>TM</p> <p>ALL</p>
<p>Approach to handling Anti-social behaviour 54%. Keeping communal areas clean and well maintained 68%. Makes a positive contribution to your neighbourhood 52%</p> <p>4. Neighbourhood management</p> <ul style="list-style-type: none"> • we will clearly communicate what Anti-Social Behaviour is and what we can act on including response times • we will promote what we are doing to improve neighbourhoods • we will promote our annual estate inspection programme including how officers increase patch visibility • we will communicate our housing maintenance operative / caretaking works programme 	<p>TM</p> <p>HP</p>
<p>Approach to complaints handling 23%</p> <p>5. Handling of tenant's complaints and enquiries</p> <ul style="list-style-type: none"> • we will publish our housing complaints data performance • we will listen and learn from comments, suggestions as well as compliments and complaints • we will communicate our complaints performance in-line with housing ombudsman code, promoting learning clearly to tenants `you said and we did` • we will undertake an annual tenant's satisfaction survey using arrange of methods to continue to assess progress 	<p>ZW</p>

‘Have your say on Council Housing Services’

Consultation Roadshow

Tamworth Borough Council is inviting tenants to give their feedback on council housing, to drive improvements across housing services. This consultation is asking for tenant's views on the council's new ‘Tenant Involvement and Consultation Strategy 2025-2030’.

The aim is to engage and communicate with tenants in a more open, transparent and accessible way. It also aims to build on the former engagement successes, to drive housing service improvements and build a stronger relationship with our tenants.

Page 53

Your consultation feedback will be carefully considered by the council and will help shape the final strategy due to be published early 2025.

How can you take part in the consultation?

- **In person:** Join a consultation event, view the draft strategy and give your feedback. All the event details are listed overleaf.
- **Digital:** Complete a short on-line survey, available on the council's website at www.tamworth.gov.uk
- **Telephone:** Call and speak to one of our tenant involvement team on the mobile number 07580 704039 or 07891 122613 during the opening hours: Monday to Thursday 8.45am to 5.10pm. Friday 8.45am to 5.05pm

The consultation will run from Monday 18th November 2024 to Friday 29th November 2024 when it will close.

Consultation Roadshow Calendar

Drop along anytime and stay for as long as you want during the event opening times

Monday 18 November 2024	Tuesday 19 November 2024	Wednesday 20 November 2024	Thursday 21 November 2024	Saturday 23 November 2024
<p>Daytime 18/11/24 9:30am to 4pm For all tenants Town Hall, Market Street, Tamworth, B79 7LR</p>	<p>Evening 19/11/24 5pm to 7pm For all tenants High Rise Social Club, Lichfield Street, Tamworth B79 7BL</p>	<p>Daytime 20/11/24 9:30am to 4pm For all tenants Town Hall, Market Street, Tamworth, B79 7LR</p>	<p>Evening 21/11/24 5pm to 7pm For all tenants High Rise Social Club, Lichfield Street, Tamworth B79 7BL</p>	<p>Morning 23/11/24 10am to 12 noon For all tenants Town Hall, Market Street, Tamworth, B79 7LR</p>
Monday 25 November 2024	Tuesday 26 November 2024	Wednesday 27 November 2024	Thursday 28 November 2024	Friday 29 November 2024
<p>Morning 25/11/24 10am to 12 noon For sheltered tenants Thomas Hardy Court, Gold Smith Place, Tamworth, B79 8HS</p>	<p>Morning 26/11/24 10am to 12 noon For High Rise tenants High Rise Social Club, Lichfield Street, Tamworth B79 7BL</p>	<p>Morning 27/11/24 10am to 12 noon For Eringden High Rise tenants Address – Maria’s office, B77 4BD</p>	<p>Morning 28/11/24 10am to 12 noon For all tenants High Rise Social Club, Lichfield Street, Tamworth, B79 7BL</p>	<p>Morning 29/11/24 10am to 12 noon For TCG Tenant Group members High Rise Social Club, Lichfield Street, Tamworth, B79 7BL</p>
<p>Afternoon 25/11/24 2pm to 4pm For Edenfield & Chestnut Ct tenants, Office No. 18, Ellerbeck B77 4PP</p>	<p>Evening 26/11/24 5pm to 7pm For all tenants High Rise Social Club, Lichfield Street, Tamworth B79 7BL</p>	<p>Afternoon 27/11/24 2pm to 4pm For Sheltered tenants Glenfield Sheltered Scheme, Lowerpark, Tamworth, B77 1DJ</p>	<p>Evening 28/11/24 5pm to 7pm For all tenants High Rise Social Club, Lichfield Street, Tamworth B79 7BL</p>	<p>Afternoon 29/11/24 2pm to 4pm For all tenants High Rise Social Club, Lichfield Street, Tamworth B79 7BL</p>

**Tamworth Borough Council
Housing Services**

Annual Report to Tenants

April 2023 – March 2024

DRAFT

Welcome From Your Tenant Consultative Group

Your Tenant Consultative Group welcomes you to Tamworth Borough Council's Annual Report. This report highlights the performance of Housing Services throughout the year, April 2023 to March 2024, and showcases the amazing work of tenant involvement groups supported by Tamworth Borough Council's Tenant Regulatory & Involvement Team who

are passionate about helping tenants, and the wider community. In a time when many of us, including the Council, have been under great financial pressure there have been many challenges, but also lots to be proud of. Throughout the year your Tenant Consultative Group (TCG) has kept a watchful eye on Housing services and will continue to do so in the future. Last year, TCG was involved in many areas of review, update and development but to mention just a few included TCG representation on the Housing & Homelessness Advisory Board with voting rights to support assurance on housing improvements, active tenant involvement with the planning and delivery of a successful tenants conference with learning from tenant feedback shaping future engagement activity and a workshop to discuss the Social Housing Regulatory Act 2023 and its impact on tenants and the Councils Regulatory self-assessment action plan. Involvement groups were also involved in the development and review of key publications such as the High-Rise Health & Safety booklet, the quarterly tenant's newsletter Open House and the 2022-2023 Annual Report to Tenants. Groups, have in addition been instrumental with the introduction, and setting the terms of reference, for both a High-Rise Consultative Panel and Anti-Social Behaviour Scrutiny Group and have reviewed processes, practices and key performance within the specific related service area.

Communication is key to maintaining and improving the services provided to us and we would encourage all tenants to raise the issues they face, even including making complaints if these are not resolved. The information provided by tenants reporting issues is used by the Council to improve services and dedicate resources to the areas that need them. It is also one of the ways that as a group, we can champion, to ensure problems do get resolved. Over the next 12 months we will also continue with good communication providing updates on the recruitment of an independent Tenant Advocate to sit alongside the Tenant Consultative Group, and other working groups alike, to scrutinise and shape housing services for all tenants.

This year also saw the Council face the introduction of new Tenancy Satisfaction Measures by the Regulator for Social Housing. As a Consultative Group we have engaged with staff in looking at the results and will now be involved in the development of the action plan. The work is never done and services, tenant-council relationships, and our community can always be improved.

So, I encourage you to read this report, be proud of the positive things we've achieved and ask you to give feedback to the Council on how you feel they are performing and what can be improved to make 2024-2025 an even better year.

Iris Clements, Chair, Tenant Consultative Group

Foreword

Councillor Ben Clarke, portfolio holder for housing, homelessness and planning

I would like to welcome you to this year's Tenants Annual Report 2023-2024, which outlines the progress made over the past year, and I would specifically like to extend my gratitude to our tenants, for your valuable feedback. I am eager to engage with you and learn how we

can continue enhancing our housing services as our commitment is to provide you with a high standard of service and quality homes. Your input is crucial as we strive for continuous improvement, and I look forward to listening to you in the year ahead.

We take our role as a landlord for council housing tenants very seriously and have welcomed the customer standards introduced by the Regulator for Social Housing. We've reviewed our performance and ways of working and found that in some areas we do not meet the standard we expect of ourselves nor the standards of the regulator. In these areas we have and are continuing to take swift and robust action to make sure our housing services improve, and we apologise to tenants that some of our services are not as they should be.

We've taken the decision to self-refer ourselves to the Regulator for Social Housing so that we can work with the regulator as we improve our services and approach."

We value your feedback, invite you to get involved, and look forward to working with you to improve services in the future.

Contents

Welcome from Your Tenant Consultative Group	Page 2
Foreword - Ben Clarke, cabinet member for housing, homelessness and planning	Page 3
Who we are	Page 5
The Transparency Influence and Accountability Standard	Page 6
The Safety and Quality Standard	Page 11
The Tenancy Standard	Page 14
The Neighbourhood and Community Standard	Page 24
Value for money	Page 30
You said, We Did	Page 32

Who We Are



Area	Total Properties
Amington	404
Belgrave	294
Bolehall	342
Borough Road	40
Coton Green	63
Dosthill	79
Fazeley	111
Gillwey	218
Grascote	304
Hockley	145
Kettlebrook	262
Leyfields	446
Stonydelph	604
The Leys	58
Town Centre	393
Two Gates	21
Wilnecote	226
Grand Total	4300

3 Bed	4+ Bed	Total
20	1280	1300
705	2420	3125
3	365	368
728	154	4300

The Transparency, Influence and Accountability Standard

This standard outlines the outcomes landlords must deliver about being open with tenants and treating them with fairness and respect so that tenants can access services, raise complaints, influence decision making and hold their landlord to account.

This standard also requires all registered providers of social housing to collect and report annually on their performance using a core set of defined measures. These measures are called the Tenant Satisfaction Measures (TSM's). The TSMs provide tenants with greater transparency about their landlord's performance.

Why not get involved!

There are several ways for you to get involved and help improve your housing services and we would love to hear from you. These options are designed to suit varied needs and lifestyles- whether you can spare only 5 minutes completing a short survey, popping along to one of housing consultation events or even attending one of the tenant involvement bi-monthly or quarterly meetings – there is something here for everyone.

If you would like to get involved or would simply like some further information then please call the Tenant Regulatory & Involvement Team on 01827 709709, email tenantparticipation@tamworth.gov.uk or visit the website at <https://www.tamworth.gov.uk/council-tenants-hub/getting-involved/tenant-involvement>



<p>There are many ways for customers to get involved</p>	<p>Tenants Voice Group Members reviewed articles and edited Open House the quarterly newsletter, Sheltered Housings Tenants Handbook & the High Rise Health & Safety booklet</p>	<p>New Anti-Social Behaviour Scrutiny Group The first meeting was held to scrutinise the service offer and discuss best practice and service improvements</p>	<p>2 Plant a Pots Events held at Cheatele Court & Sunset Close Sheltered Schemes tackled social isolation, got residents & staff outside and active and improved the communal garden areas</p>
<p>Annual programme of Estate Inspections The annual programme was successfully carried out across Tamworth estate in 2023/24</p>	<p>Reviewed feedback from satisfaction surveys 141 surveys completed from customers across housing services</p>	<p>Database of Involvement The total number of tenants registered to get involved one of the many involvement options was 392</p>	<p>Tenant & Leaseholder feedback Continued to monitor all feedback and performance to improve overall satisfaction with housing services</p>
<p>Tenant Involvement and Consultation Strategy Action Plan 2025-2030</p>	<p>Seniors United 2 meetings were held in 2023/24 with guest speakers from the Council's Enforcement</p>	<p>Tenant Consultative Group Members invited to attend 2 workshops to look at the</p>	<p>High Rise Consultative Group and ASB Scrutiny Group</p>

Started to review and prepare for a tenants' conference and borough wide consultation event	Team, Waste Management and Equans, repairs contractor	Council's Self-Assessment Improvement Plan to ensure compliance with the Social Housing Regulatory Standards and to input into the Consumer Standards Consultation	Preparations started with the introduction of two new working groups to look at best practice and scrutinise procedures, process and practices
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Tenant Satisfaction Measures (TSMs)

The Regulator of Social Housing has introduced a set of Tenant Satisfaction Measures (TSMs) to assess how well social housing landlords in England are doing at providing good quality homes and services to their tenants. Of the 22 measures introduced, 12 provide tenants with the opportunity to have their say, understand how their landlord is performing and provide an insight into where service improvements are required. The other 10 measures are about compliance that as a landlord we measure, including safety and repairs. As a social housing landlord, we are required to complete the survey every year. With 2024 being the first year and as part of our commitment to service improvement, Tamworth Borough Council asked M·E·L Research to carry out an independent tenants' perception survey to find out what tenants think about the housing services they receive from the Council. The Regulator of Social Housing sets the format and questions for this survey, responses must be submitted to the Regulator by 30th June each year and the Regulator will then produce a report that shows how well all registered providers are doing (including Local Authorities like Tamworth Borough Council), and where they may need to improve.

More information on the Regulatory Standards and the Tenant Satisfaction Measures can be found at: [Regulatory standards - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/regulatory-standards) and [Transparency, Influence and Accountability \(including Tenant Satisfaction Measures\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/transparency-influence-and-accountability-including-tenant-satisfaction-measures)

Summary of the Tenants Satisfaction Measures Perception Survey Findings

This is the first survey the survey was carried out, January & February 2024, using the questions below, and the findings will help us to improve the quality of services we deliver to our tenants.

Out of the 4242 Council properties let at the time of the survey (as at 10.01.2024) 745 tenants completed a survey either by phone or post.

- 58% satisfied with the overall service provided by the Council
- 62% satisfied with the overall repairs service
- 62% satisfied with the time taken to complete most recent repair
- 63% satisfied that the Council provides a home that is well maintained
- 69% satisfied that the Council provides a home that is safe
- 51% satisfied that the Council listens to their views and acts upon them
- 56% satisfied that the Council keeps them informed about things that matter to them
- 69% agree that the Council treats them fairly and with respect
- 23% satisfied with the Council's approach to complaints handling
- 68% satisfied that the Council keeps communal areas clean and well maintained

- 52% satisfied that the Council makes a positive contribution to their neighbourhoods
- 54% satisfied with the Council's approach to handling anti-social behaviour

A short video and easy read leaflet is available on the Council website, providing a summary of the Tenant Satisfaction Measures Perception Survey results 2024. Please visit www.tamworth.gov.uk/tenant-satisfaction-measures-and-performance-information

The Council would like to take this opportunity to thank those tenants that shared their thoughts about Tamworth Borough Council's housing services. The Council is currently working hard, together with their tenants' groups, to improve housing services based on tenant feedback and the improvements to services will be published in the forthcoming Tenant Annual Report.

Customer feedback and effective handling of complaints

As a Council, we want to offer a service that is right first time – every time. However, occasionally we accept that things do not go as planned. We value all feedback and encourage tenants to tell us about their experience, good or bad, and/or suggest ways to improve our service delivery.

How can I make a compliment, complaint or leave a comment:

- Complete an e-form via the My Tamworth customer portal: mytamworth.tamworth.gov.uk
- Telephone 01827 709709.
- Email complaints@tamworth.gov.uk
- Write to us at Marmion House, Lichfield Street, Tamworth, Staffordshire, B79 7BZ.
- Ask any member of staff to assist.

A total of 476 complaints, compliments and service requests was received within Housing Services during 2023 -2024..

	2021/22	2022/23	2023/24
Complaints	242	88	176
Compliments	33	21	29
Service requests	48	170	241
Total	323	279	476

	2021/22	2022/23	2023/24
Number of stage 1 complaints	213	81	156
Number of stage 2 complaints	29	7	20
Number of compliments	33	21	29

Self-Assessment - Housing Ombudsman Complaint Handling Code 2024

The council published its first Self-Assessment against the Housing Ombudsman Complaint Handling Code in 2023. In line with the requirements of the Housing Ombudsman, a self-assessment has been undertaken to identify if the organisation's current approach to complaints handling meets all the requirements of the 2024 Complaint Handling Code. The council has identified many aspects of good practice and identified some areas of non-compliance. We have used the self-assessment findings, to put in place an action plan to support improvements in our complaint handling process and aim to achieve full compliance by 31st December 2024

Key improvements in 2023-2024:

<p>Revised Complaints Policy Updated the Comments, Compliments and Complaints Policy to reflect the requirements of the Housing Ombudsman statutory code</p>	<p>Centralised complaints processing team By centralising the complaints processing team, operations have been streamlined.</p>	<p>Improved customer communication All communication received through the central team is now acknowledged within 5 working days. In 2023/2024, this was achieved with 95.5% of complaints received.</p>
<p>Efficient process for contractor complaints Established a process to reduce the time repair contractors receive complaint information</p>	<p>Improved letter templates Letter templates have been reviewed and improved</p>	<p>Improved record management Enhanced record management to support performance report requirements</p>
<p>Voids damp and mould assessment Incorporated a damp and mould assessment into the void inspection process due to an increase in damp and mould enquiries</p>	<p>Development of a Service Improvement Plan In consultation with tenants, through the Complaint Review Panel, identified and analysed themes so targeted outcomes for service improvement could be made.</p>	<p>Complaint performance now included in quarterly performance reports Introduced from quarter 1, 2023-24 performance reports</p>

What's in store for 2024!

- Consultation with tenants on the Housing Revenue Account Business Plan with updated priorities for 2024-2025
- Recruitment of an independent Tenant Advocate to sit alongside the Tenant Consultative Group (TCG) to scrutinise and shape housing services
- Tenant inclusivity and engagement roadshow, November 2024, with consultation on the draft Tenant Involvement & Engagement Strategy 2025-2023
- Customer profiling with a 'Getting to know you survey', supported by MEL Research, to better understand and tailor services in accordance with tenants needs
- Refreshed self-assessment on the Housing Ombudsman Complaint Handling Code
- Improved customer access through the re-opening of Marmion House reception
- TCG representation on the Housing & Homelessness Advisory Board, with voting rights on to support assurance on housing improvements
- Annual Tenant Satisfaction measures (TSM'S) survey
- Implementation of a full suite of housing service standards following customer consultation

The Safety and Quality Standard

The **Safety and Quality Standard** focuses on ensuring landlords understand the condition of all their homes and make use of that data to provide safe, quality homes.

Tamworth Borough Council is committed to providing decent and safe council properties. Over the next 12 months, the Council will deliver a series of projects to continue to improve the safety of homes and the overall quality of service. Systems will be updated to easily stay up to date with ongoing work that has already begun to meet the new regulatory standards.

Keeping homes in good repair

Did you know	Customer satisfaction with responsive repairs 89.6%	Emergency responsive repairs completed within the landlord's target timescale 98.8%	Number of responsive repairs carried out 14231
Percentage of repairs completed on first visit 89.6%	Average number of calendar days to complete a repair 26 days	Percentage of appointments made and kept 96.2%	Total cost to carry out responsive repairs in 2023/2024 was £1,721,572
Total number of void properties 242	Average spend on an empty property was £4,582	60 new kitchens installed	78 new bathrooms installed
Number of planned Roofing renewals 113	Number of window and door replacements 94	319 new heating systems installed	Number of responsive roofing repairs 1426

In 2023/2024, approximately **£7,790,636.10** was spent on planned home improvements

Maintaining the safety of your home

100% of homes with a working gas supply have had a gas safety check in the last year A total of 4336 gas services have been carried out	EICR (Electrical Installation Condition Report) 494 electrical installations inspections completed	Legionella Risk Assessments carried out 28 in sheltered and communal areas
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New Homes

Tamworth Borough Council purchased 22 new build, one-bedroomed flats and two, three-bedroomed new houses.

The new homes are available as council housing and are part of the refurbished former Wilnecote day centre, Hockley Road. The £4,955,000 development, led by Capstone, includes the cost of land, refurbishment and new buildings.

All properties meet the latest energy efficiency standards and includes specific bike storage for residents. With the five new homes also built at Caledonian, Glascote Heath, there are an additional 29 properties, bringing the total number of council housing properties to over 4,300.



Decarbonising Hockley

Working to make Tamworth Greener and more energy efficient for residents



Equans, working with Tamworth Borough Council, successfully secured a £900,000 grant from the Government's Social Housing Decarbonisation Fund to improve the thermal efficiency of 50 council-owned homes in Hockley. Improvements included adding new highly efficient external wall insulation - covered by a modern white render – to transform the homes' energy performance and appearance. Roofs were replaced and insulated, and new double-glazed windows and doors was also fitted to properties. As a result of the upgrades, Energy Performance Certificate ratings increased from E to at

"Before the work, my home could be really cold – especially in winter and I had to use draught excluders and turn the heating right up. The changes have made a huge difference, both in temperature and in the house's appearance, and I'd encourage anyone in a position to have the same work done to go ahead – it is well worth it." Hockley resident

least C.

What's in store for 2024!

- New stock condition survey to inform a tenant focused asset management plan
- Focus on compliance with the introduction of a newly created repairs improvement group with tenants and leaseholders
- Leaseholder management review and with a refreshed action plan
- Resetting of Equans, the repairs contractor to improve performance from April 2025
- Full Impact Assessment on the new disabled Adaptation Policy with tenant outcomes identified

The Tenancy Standard

Outcomes social landlords must deliver is about the fair allocation and letting of homes and how tenancies are managed and ended by landlords

Finding a Home

Tamworth Borough Council operates a choice-based letting system to give applicants as much say as possible about where they want to live and when they want to move. Due to the shortage of council homes in Tamworth, the council will also help applicants explore other affordable housing options. For further information please visit the website at:

<https://www.tamworth.gov.uk/housing/applying-council-housing/about-council-housing>

Number of active housing applicants on the housing waiting list, by band, as at 31st March 2024 was **434**

Band 1	68
Band 2	208
Band 3	113
Band 4	45
Total	434

<p>Optional welfare benefit checks Tenants are offered optional welfare benefit checks, at the start of tenancy, and referrals to support agencies are carried out if needed</p>	<p>Average time between general needs property lettings is 73 days Work continues with Equans, the repairs contractor, to improve re-let times</p>	<p>Total number of properties for re-letting 241 became available for letting; approximately 20 voids per month, and 44 refused</p>
<p>The Council received 27 mutual exchange applications of which 14 was accepted and 13 was refused or withdrawn.</p>	<p>Housing Choice Interviews are offered to all applicants to ensure customers are aware of all housing choices available to them</p>	<p>Early intervention to prevent homelessness Prevented or relieved 199 households becoming homeless</p>
<p>Length of Bed & Breakfast stay The average length of stay in Bed & Breakfast was 26.75 nights, within the 42 night limit, set out by government legislation</p>	<p>Temporary accommodation 26 households in temporary accommodation on 31 March 2023, 6 in bed & breakfast and 20 in council owned self-contained temporary accommodation</p>	<p>6 households benefitted from the Incentive to move programme, designed to release larger family accommodation</p>

HOME Hub

Tamworth Borough Council, in partnership with Citizens' Advice Mid Mercia, launched a new service to better support some of the most vulnerable in Tamworth.

The council already delivers tailored, in-home services to prevent homelessness, however HOME Hub aims to reach more people working with Citizens' Advice Mid Mercia and other local community and voluntary partners. This service aims to offer support across all aspects of life such as debt advice, increasing skills, support with addiction, family support, advocacy and support with mental health to name a few. This involves working collaboratively with Tamworth's active community and voluntary sector and with statutory partners such as the probation service, Department for Work and Pensions, drug and alcohol services and other health support services.

HOME Hub provides:

Holistic help to stabilise housing problems.

Outreach work in communities.

Multi-agency working with one service for all issues

Empowering and enabling people to create their own better future



The overall aim of the HOME Hub is to prevent homelessness through early intervention, advice, signposting, information, and support to those rough sleeping or at risk of homelessness.

Other benefits to HOME Hub may include

- Reduced anxiety levels
- Managed health conditions and improved overall wellbeing
- Improved financial situation
- Peer support in the community
- Connecting to social activities, improving confidence and learning new skills

The service is for anyone who may be in danger of losing their home even if they may not yet realise it; for example, rent arrears, mental health worries, warning of breach of tenancy agreement, alcohol and substance misuse, failure to meet mortgage payments; whatever it might be, help is at hand.

The service is open to everyone, whether they currently own their own home, rent privately or rent from a social landlord.

To access the service,

- Call: freephone 0808 175 4041 seven days a week, Monday and Wednesday 9am – 9pm, Tuesday, Thursday Friday 9am – 5pm.
- Visit us:
 - Wednesdays 9.30am – 11.30am
Three Peaks Primary School, Fossdale Road.
 - Friday 10.30am -12.30pm
Glascote Childrens Centre, Hawksworth.
 - Friday 1.30pm – 3.30pm
Leyfields Childrens Centre, Masefield Drive
- Drop into the Community Together CIC offices at Offa House
- For emergency out of hours homeless support, call 01827 709709.
- Alternatively visit the council's current reception at Tamworth Assembly Rooms, this service replicates the service formally available at Marmion House, and the team can signpost you to specialist support.

Supported Housing

The Supported Housing service provides high quality, short-term accommodation with a dedicated team ensuring a visit support service is in place for people who are faced with homelessness. Support is provided to help people through the crisis they face and to prepare them to successfully move on to their own independent tenancy. Help, guidance and advice offered consist of:

- Claiming welfare benefits
- Help in sorting out debt management and budgeting problems
- Support and encouragement in career choices and gaining qualifications e.g. keeping residents up to date with available courses, help with completing forms and CVs and accompanying residents to appointments
- Keeping residents motivated and involved in decision making
- Contacting other services/ agencies on resident's behalf



<p>Supported Residents attended a range of events in 2023/24 supported residents attended seasonal Christmas and Easter activities</p>	<p>The Supported Team was successfully awarded funding to provide weekly cooking sessions for residents. In conjunction with Community Together CIC Tamworth, 6 sessions was arranged for residents to learn new skills to support their families in the future</p>	<p>Heating system upgrade. The installation of new storage heaters within supported properties provided tenants with more energy efficient heating.</p>
<p>With the support of the Temporary Accommodation Co-ordinator the team now has new processes and procedures for dealing with operational functions. Case management recording is now fully digital with a new set of key performance indicators introduced to reflect the operational work undertaken by the team.</p>	<p>Neighbourhood Investment Programme application made for new play equipment at Ellerbeck supported scheme</p>	<p>A new customer satisfaction e-survey is launched. This is sent to tenants six weeks after they have left their supported scheme to enable staff to gather valuable feedback to continue to improve service delivery.</p>

Voids and Allocations

<p>New portal system for ordering decoration vouchers, for residents, is implemented. The B&Q portal has reduced both the administrative burden as well as the eradication of postal cost services with vouchers</p>	<p>Development and improvement of the mutual exchange process is well underway with works continuing into 2024-2025</p>	<p>All signups now completed face to face following feedback form tenants that in person interaction is the preferred option.</p>
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emailed directly to new tenants.		
Successful advertisement and allocation process of 2 new build sites, liaising with the developer and supporting residents to ensure the process is carefully and clearly managed with residents kept informed.	Number of hard to let properties reduced 2, reduced from 12 in 2022-2023. Suitable matches found for to make the best use out of housing stock and help bring more residents off the housing waiting list	

Housing Solutions Advisors have:

- Responded to more than 400 external customer emails per month. In addition to managing enquires via phone, web chat, email and councillors
- Continued to work in partnership with the Tamworth Advice Centre (TAC), referring customers for financial advice and assistance
- Continued to streamline the customer journey when applying for council housing. Working closely with Customer Services to ensure applications are answered quickly and efficiently
- Developed a new set of key performance indicators to ensure standards are maintained. Figures for applicants on the housing register is now broken down by banding and bedroom need

Self-Contained Temporary Accommodation

Temporary accommodation units are used as an alternative to Bed & Breakfast for both vulnerable and at-risk households such as those with young children. These properties are managed by the councils Temporary Accommodation Co-ordinator, who also supports those who are homeless to being re-housed into alternative, secure accommodation. Due to the pro-active hands-on approach and extra support provided for those in self-contained temporary accommodation, void costs of temporary accommodation units have successfully decreased.

- There is currently 26 temporary accommodation units ranging from 1 to 3 bed properties
- The Temporary Accommodation Co-ordinator continues to work closely with residents to ensure housing applications are completed quickly and housing benefit claims processed
- A Temporary Accommodation Handbook has been produced listing the key information for new residents

Sheltered Housing

Sheltered housing provides people aged 55 and over with another housing choice in Tamworth. It enables tenants to continue to live independently and combats social isolation by creating a sense of community within each sheltered scheme. Communal spaces within all schemes give residents the opportunity to come together at one of the many organised events and activities as well as being kept updated with housing services information and news at the schemes organised bi-month tenants meetings.

100% of Legionella monitoring sheets completed	100% of Needs Assessments carried out at all sheltered schemes for potential applicants – 61 completed in total	Annual Health and safety inspection programme completed across all sheltered schemes
Lifeline pull cords answered 24/7	100% of new tenants visited with 24hrs of	Capital works projects completed

<p>97.79% of alarm calls answered within 60 seconds</p> <p>Outside of office hours, the lifeline service answered 10466 alarm calls.</p>	<p>moving in</p> <p>100% of new tenants had Tenancy management plans completed , with their scheme manager, within 4 weeks of moving in</p>	<p>As part of the Capital Works Investment Programme, the communal kitchen at Magnolia Sheltered Scheme was refitted and decorated. creating a bright and fresher space for residents to use for scheme events and meetings</p>
<p>98% of scheme resident meetings held bi-monthly</p>	<p>A full suite of new health & safety literature produced and published across sheltered council stock, in compliance with new fire regulation requirements</p>	<p>Developed and successfully implemented the 'Sheltered Housing Winter Plan 2023', aimed to reduce the spread of winter viruses across all sheltered housing schemes for elderly persons</p>

King’s Coronation – Celebrations across all sheltered housing schemes



Sheltered scheme residents celebrated the coronation of his Majesty King Charles III with tea party events throughout the May Bank holiday weekend, 2023



Pictures from Sunset Close and Bright Crescent Sheltered Schemes

Income Management

Excellent end of year arrears

Housing rent arrears collection remains in the upper quartile when compared with other social housing providers across the West Midlands. The Income Team not only reduced overall rent arrears in 2022-2023 but continued to successfully support residents in sustaining their tenancies and preventing homelessness.

The Council continues to deliver on its Housing Quality Network (HQN) rent accreditation improvement plan, which provides reassurance that good quality rent collection services continued to be delivered.

<p>Evictions</p> <p>The number of evictions carried out was 8</p> <p>Eviction is always a last resort</p>	<p>Notices of seeking Possession</p> <p>The number of NSP's Issued for rent arrears was 692</p>	<p>Reviewed the Rent Collection, Arrears Prevention & Recovery Policy</p> <p>Reviewed in March/April 2024 and fully implemented across the team</p>
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<p>Arrears as a % of debit was 2.22% for 2023/2024 compared to 2.60% for 2022/2023</p>	<p>HQN (Housing Quality Network) Review of TBC's rent against government rent policy</p> <p>The income Team continues to work through the Accreditation Action Plan with preparations underway for a full re-accreditation in February 2025</p>	<p>Early Intervention Emphasis continues to be placed on early intervention whilst arrears are at a low level to prevent the escalation of further arrears</p>
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Hardship Fund as at 31st March 2024

The Hardship Fund has continued to be utilised over recent years to support those customers struggling with the rising cost of living and associated expenses. The purpose of the scheme is:

- To assist tenants suffering financial hardship
- To help alleviate poverty and stress
- To reduce the temptation for tenants to use illegal money lenders
- To sustain tenancies

Total number of HF Applications as at 31.03.2024	Applications approved	Applications refused	Applications cancelled	Awaiting evidence	Approved awaiting costs
65	33	22	5	1	4
<p>Annual Hardship Fund Budget: £20,000 Monies spent following a review of the Hardship Fund Policy in 2020: £14,422.15 Hardship Fund Budget available as at 31.03.2024: £5,577.85</p>					

Problems paying rent

There are many ways that the Income Team can support tenants to begin resolving their financial difficulties:

- Agreeing an affordable repayment plan
- Help and advice on maximising and managing income at the start, and during a tenancy
- Advice on entitlement to welfare benefits including help towards housing costs and council tax
- Help with Discretionary Housing Payment Applications (This is not a benefit, but a discretionary payment and is paid to the rent account. Applicants must be in receipt of Housing Benefit or Universal Credit Housing Costs to apply)
- Referral for Food Bank Vouchers for those struggling to afford essential groceries
- Referral to independent specialist advice support services to help put a budgeting plan together that offers debt management advice and solutions
- Referral for advice on reducing fuel bills and energy saving tips

Successful Client Case Study

During 2023-2024, Client A was referred to Citizens Advice Mid Mercia for a potential discretionary housing payment application, benefit check and further financial advice and assistance. During the appointment it was quickly identified that in addition to rent arrears, Client A also had other multiple debts and was unsure how they would deal with these due to a change in personal and financial circumstances. Client A was unable to work and could not see themselves being able to return to work for the foreseeable future.

Citizens Advice Mid Mercia supported Client A with completing the discretionary housing payment application for rent arrears, carried out a benefit check to confirm correct benefit entitlement, offered additional financial and debt management advice and was entered into a breathing space whilst debt solutions were considered and appropriate measures put in place.

Client A expressed complete relief that their debt situation was being resolved which in turn improved the overall wellbeing of Client A and their family member. Client A also received hygiene parcels during their appointments, due to the rising costs of living, and other advice was provided on overall support for the family circumstance.

Neighbourhood Support during rising living costs

Staff have:

- continued to assess hardship applications for vulnerable customers suffering financial hardship
- continued to support vulnerable customers through the cost-of-living crisis with a whole range of referral and support schemes available
- supported customers with Household Support Fund referrals. The Department for Work and Pensions announced a further extension to the Household Support Fund from 1st April 2023 to 31st March 2024 with funding limited to benefit those households most in need.
- continued to keep Tamworth Borough Councils website updated to include the Money Help link with access to a free budget planner/calculator, the Government web link 'Help for Households' and Tamworth's Paying your Rent Guide.
- Provided information within the 2022 and 2023 winter editions of Open House, tenant's quarterly newsletter, on the Warm Home Discount Scheme, winter fuel payment and cold weather payment. The Paying Your Rent Winter Leaflet was also included to provide lots of useful information on ways to pay rent, contact details for help and advice when struggling to pay rent, managing debt, universal credit information, contact details for Citizens Advice Mid Mercia and other useful information and contacts.

Early Intervention, the foundation for effective income management, begins from the first point of contact with every new tenant.

Early effective intervention methods that continue to be used

- Information about the importance of paying rent is profiled at viewings and tenancy sign ups.
- All tenants, new and existing, are informed of whom to contact about rent payments and where to get help if they fall into debt.
- Post-tenancy visits arranged for new tenants - The Tenancy Sustainment team work proactively with tenants to assist them with adhering to their tenancy terms and

conditions and signposting for support and advice to ensure rent continues to be paid

- Provides help to resolve any Housing Benefit or Universal Credit claims queries.
- Complies with the provisions of the Pre-Action Protocol for Rent Arrears
- Make realistic repayment arrangements to accommodate tenants' changes in circumstance
- Offers a wide choice of payment methods and widely advertises these
- Provides help and support customers in claiming benefits and make referrals to Citizens Advice Mid Mercia and the Job Centre
- The Tamworth Borough Council website is updated with available benefit checks and budgeting links.
- Direct referrals can be made to Citizens Advice Mid Mercia for multiple debt problems and money management.
- Information and support details are included, as standard, on all quarterly rent statements and on Tamworth Borough Councils website.
- The Rent Leaflet includes a wealth of information on debt and money management in addition to other support and assistance inclusive of home energy, counselling and the Samaritans

Average rent (excluding service charges)

Property Type	Weekly	Monthly
1 Bedroom Flat/Maisonette	£86.22	£344.88
2 Bedroom Flat/ Maisonette	£97.90	£391.60
1 Bedroom Bungalow	£95.94	£383.76
2 Bedroom Bungalow	£108.90	£435.60
2 Bedroom House	£107.53	£430.12
3 Bedroom House	£109.61	£438.44
4 bedroom House	£123.28	£493.12

Our finances - income and 'what we spent'

Housing Revenue Annual Costs	2022/23	2023/24
Landlord Services – Operational costs for running the service. This also includes staffing costs to deliver landlord services	£7.7m	£7.3m
Staffing costs to deliver landlord services – this is included in the figures above	£3.9m	£3.6m
Repairs and maintenance	£6.2m	£5.5m
Depreciation and Impairment on non-current assets	£15m	£12.9m
Increase in bad debt provisions	£0.2m	£0.2m
Interest on borrowing	£2.8m	£2.9m
Income collected from rent, service charges, interest, and gain from right to buy sales	£23.9m	£24.9m
Capital programme – this money is spent on large projects to ensure our properties are up to standard	£13.9m	£11.3m

What's in store for 2024!

- Updated Tenancy Management policy with options detailed on future tenancy types - do we return to lifetime tenancies and decisions?

- Housing Quality Network (HQN) re-accreditation in 2025 which continues to provide reassurance that good quality rent collection services continue to be delivered.
- Allocations Policy and Housing Needs Survey is currently underway with updated outcomes to be reported in 2024
- Launch of new mutual exchange service, MRI software Ltd, to commence 2 December 2024 and finish 6 December 2026.
- tenant backed support for accreditation of our rent income services to ensure tenants income is maximised and tenancy sustained
- Monitoring of the new Tunstall lifeline contract with improved services for all sheltered residents
- Impact Assessment on the HOME Hub service with continued efforts to reduce homelessness with partners

The Neighbourhood and Community Standard

Outcomes landlords must deliver about engaging with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.

Refurbishing the play area at Rainscar

Work to replace and create a new playground at Rainscar play area, Stonydelph, started on Monday 19 February 2024.

The new playground will cover a larger area and include focus on accessible areas including a low-level hammock, double width steel slide, low level accessible podium steps and hand holds, plus a wider variety of new play equipment.

The design from Kompan has ensured that all the new products have an element of accessibility and inclusivity. Features include moulded hand holds to provide an extra layer of stability for users as they navigate the unit, several low-level items such as the springer bowl and desks on the multi units, as well as the communication panels.

Outdoor play improves health and well-being while a safe environment encourages independence and development of children's socio-emotional skills through group and imaginative play with actions such as turn taking and cooperation, whilst also building a child's physical strength, balance, coordination and agility through actions such as climbing, swinging, jumping, crawling and balancing.

Estate Inspection Programme

Estate inspections are carried out to assess the standards of service being delivered, identify areas for improvement and generally identify any action needed to be taken to address tenancy breaches. Housing Services are committed to inspecting all housing areas on a regular basis and inspections are jointly carried out with tenant inspectors.

The estate inspection team will aim to identify issues such as;

- Vandalism
- Abandoned vehicles / illegally parked vehicles
- Graffiti
- Litter and fly-tipping
- Dog fouling
- Problems with highway maintenance and street lighting
- Health and safety issues
- Neglected homes and gardens, tenancy issues
- Hot spots for anti-social behaviour
- The condition of hard landscape (e.g. fences, walls and paving)
- The condition of soft landscape (e.g. trees, grass, shrubs in communal areas)

Estate Inspections will;

- Provide a high-profile presence on our estates
- Ensure cleaner, more attractive and safer neighbourhoods
- Improve the physical condition of estates through quick responses to residents' concerns and by identifying potential improvements
- Clear communal areas of fly-tipping/graffiti and rubbish

- Identify overgrown gardens/shrubbery
- Identify defective street lighting and estate furniture
- Ensure agencies take responsibility for issues identified within their remit
- Identify potholes and surface perishing to hard surfaces and uneven and broken paving.

CCTV monitoring shared service agreement

CCTV services in Tamworth are provided in partnership with West Midlands Combined Authority (WMCA) to help develop a safe and secure community.

The overt (open) surveillance camera systems are owned by Tamworth Borough Council and operated in accordance with the relevant General Data Protection Regulations, as well as good practice guidelines issued by the Information Commissioner’s Office, Surveillance Camera Commission. This is to ensure the need for public protection can be balanced with respect for individual privacy.

As part of the shared service agreement with the WMCA, Tamworth benefits from:

- CCTV monitored 24 hours a day from the WMCA’s state-of-the-art control centre in Birmingham
- Expertise and intelligence including ISO 27001 National Quality Assurance Accreditation
- Working across boundaries with other councils and police forces
- An upgraded fully digital HD system and the WMCA’s superior video analytics
- Shared access to police analysts and radio links to the police
- Partnership working with people who use Tamworth’s Storenet and Nightnet radio surveillance systems to proactively reduce and manage crime in the town

During the last 12 months the Council has also been involved in the New Martyn’s law event notification CCTV process, supporting events across Tamworth borough mitigating terrorist threats. And, camera upgrades have been undertaken at Ankerside, St Editha’s, the Job Centre and the Castle Gate

CCTV Shared Service Agreement with WMCA 2020-2027	
<p>West Midlands Combined Authority: -</p> <ul style="list-style-type: none"> • Research into best practice and shared services • Economies of scale and efficiencies with maintenance contracts • Maximise staffing resource, deployed based on evidence • Cross border collaboration with train station and bus service in context of wider infrastructure network • County lines insight and intelligence 	<p>Tamworth Borough Council: -</p> <ul style="list-style-type: none"> • Improved service offer with digital police analysis • Accelerated capital upgrade • Reduced revenue costs • Cross border collaboration with neighbouring towns • Shared expertise with latest codes of practice for surveillance • Installed and modernised arrangements at the assembly rooms

	<ul style="list-style-type: none"> • Strategic access to wider WMCA benefits
<ul style="list-style-type: none"> ❖ Commenced 30th March 2020 during the covid pandemic lockdown ❖ Entering year 5 of the 7-year term ❖ Shared service agreement expires 30th March 2027 	

Riverside Highrise flats

<p>Completed an annual programme of High-Rise Health & Safety communal block inspections.</p> <p>Also completed monthly lift alarm testing</p>	<p>Attended Tenant Consultative Group meetings for tenants to review and update existing and new high-rise literature</p>	<p>Weekly health and safety inspections at the High-Rise Social Club, including fire alarm testing</p>
<p>Tailored support offered to high rise residents with the heating upgrade to include communication, consultation and 1-2-1 support to residents struggling to programme their heating controls. A new user-friendly guide is currently being developed with step-by-step instruction.</p>	<p>Working preparations for the introduction of a High-Rise working panel to review areas of health & safety, communications, tenancy issues and breaches and any high-rise refurbishment projects</p>	<p>Sprinkler activation New sign-up tick sheet developed to ensure sprinklers are pointed out to all new high-rise residents, the Health and Safety guide updated to include further detail on the operation of sprinklers, Fire service completed visits to high rise properties to discuss fire safety and a tailored sprinkler activation letter was hand delivered to all high-rise residents</p>

Anti-Social Behaviour

The Neighbourhood Impact Team was formed in 2023 to deal with corporate anti-social behaviour within the borough of Tamworth. The newly formed team receives reports of anti-social behaviour irrespective of tenure (council tenant, private tenant, owner). Reports received into the team are assessed by the team and accepted where there is anti-social behaviour.

Anti-Social Behaviour	2023-2024
Number of complaints received	388 (tenant complaints only)
Number of hate crimes reported	6
Top complaints by type	<ul style="list-style-type: none"> • Noise • Pets/Animal nuisance • Verbal abuse/harassment/threats
Top complaints by location	<ul style="list-style-type: none"> • Stonydelph • Glascote • Tamworth Centre • Amington

Percentage of reports acknowledged within 24 hours	76% (categories have now been re-aligned within teams)
Early Interventions taken to resolve cases (this includes warnings, visits, etc.)	365
Enforcement actions taken to resolve cases	7 x Notice of Seeking Possession 2 x Injunctions
Referrals made (for example victim support, mediation, hate crime, domestic abuse)	56 referrals made for support
Percentage of customers satisfied with the outcome of their ASB complaint	75%
Successfully closed ASB cases (resolved)	Out of the 378 cases closed, 94% of cases was closed (resolved)
Average number of days taken to resolve cases	87 days

Anti-Social Behaviour Awareness Week



The Community safety partnership team joined forces with external partners, including the police, to share best practice and get out and about with a visible presence across the borough.

There was lots of activities on offer, including a coffee morning at Marks & Spencer where PCSO Amber Allsop, Alec Jewkes from Harmony and Claire Turner Neighbourhood Impact Officer, talked to people about any ASB issues. Nice 'good neighbour agreements' were issued throughout the week and with the support of the local police, teams carried out extra visits to engage with residents and offer support and advice on ASB issues.

Anti-Social Behaviour awareness week concluded extremely successful with engaging with the local community, meeting new residents and educating people around ASB and different ways to resolve it.

Community Matters!

Community Easter Event 2023



The Tamworth Wates site team, along with their local supply chain, collected and donated 308 Easter Eggs to Wilnecote Junior Academy. Additional support was also provided by sub-contractors: Kingsley Roofing, V-Electric, Blyth, Jeavons Roofing, MIC, Legionella

Community Christmas event 2023

Christmas bingo at Oakendale was a huge success and welcomed by many residents. Wates rolled up their sleeves to get stuck in and host the event as well as supplying pie & peas, a small glass of something fizzy, mince pies, and bingo prizes.



Along with the bingo, Wates kindly donated a pool table to Oakendale residents which has proved a big hit with residents providing a new activity, a good sense of competitiveness and a new social gathering occasion for all.

What's in store for 2024

- Trial and review of the Neighbourhood impact surgeries pilot, in community-based locations for tackling ASB and maximising the councils CCTV service
- Review policies, procedures and the website to ensure information remains up to date, all in consultation with the ASB Scrutiny Group
- Review the impact of the new triage service, over the last 12 months, including best practice with a view to attaining national accreditation through HouseMark
- Prepare to move to a new ASB case management system to allow officers to manage cases in real time while out and about on estates
- Neighbourhood Impact Officers will undertake nationally recognised training in Anti-Social Behaviour Case Management
- A comprehensive training plan is in place to include training on injunctions, safeguarding and other tools and powers used in tackling anti-social behaviour
- Neighbourhood Investment programme with tenant consultation on local priorities to improve outcomes
- Review of the annual estate inspection programme with published 'You said, We did' outcomes
- New environmental service standards to be introduced for the Council's HMOs/Caretakers
- Engage in County Lines week with the Police and substance misuse service
- The ASB Scrutiny Group will scrutinise revised, and new processes and report on its findings with improvements for 2024
- Attendance at store watch and pub watch meetings

**The Pub Watch and Store Watch scheme is independently run by Partnership Against Business Crime in Staffordshire (PABCIS) to link members (licensed premises within Tamworth/stores within Tamworth), council departments and the partner agencies to review intelligence and share best practices*

Value For Money

Tamworth Borough Council recognises the importance of demonstrating value for money, which doesn't only mean keeping costs to a minimum. Value for money is also achieved through the following:

- Comparing costs and performance with other similar housing providers. We assess value for money by using an independent organisation called HouseMark. This organisation compares our services to other councils and registered social landlords. HouseMark also produces an annual report which identifies areas for improvement.
- Monitoring 'tenant satisfaction that rent is providing value for money. This is checked by carrying out regular tenant satisfaction surveys and 2024 saw the introduction of the Tenant Satisfaction Measures Survey which will benchmark performance across all registered housing providers.
- Continue to remove old inefficient gas appliances and install new 'A' rated appliances, reducing heating and hot water energy costs for tenants across the borough.
- Regularly review budgets and the highest areas of spending.
- Regularly review processes to provide more streamlined cost-effective services for customers.
- Provide hands on support to residents at high risk of homelessness to support with transition into secure tenancies – this has improved success in sustaining tenancies and reduced void costs.
- A comprehensive management performance framework exists to identify the performance levels services aim to achieve.
- Investing in council properties to maintain them at a high standard for both current and future tenants.

Did you know?

The following indicators have been agreed with tenants but are being reviewed again in 2024

	2021/22	2022/23	2023/24	Estimated top quartile*
Overall satisfaction with Landlord services	78%	78%	TSMs 2024*	86.5%
Average time between lettings	38 days	52 days	73 days	25.92 days
Estate Inspections	10	10	7**	-

Tenant satisfaction with communal cleaning	76%	76%	68%	-
Number of tenants on the database of involvement	417	407	392	-
% of repairs appointments made and kept	97%	95.1%	96.2%	-
Gas servicing CP12	98%	99.93%	100%	100%
% of repairs completed at first visit	95%	87%	89.6%	91.12%***
Customer satisfaction with responsive repairs	97%	85.6%	89.6%	93%
Arrears as a % of rent due	2.77%	2.60%	2.22%	2.04%
Number of Evictions	2	9	8	-

**See performance information on the Tenant Satisfaction Measures TSM's. The Regulator of Social Housing introduced a set of Tenant Satisfaction Measures (TSMs) to assess how well social housing landlords in England are doing at providing good quality homes and services to their tenants*

*** An estate inspection is an inspection of the facilities and grounds, and the exterior and communal parts of an estate comprising a mixture of flats and houses, or a block of flats built on land managed by Tamworth Borough Council, Housing Services. The inspections are carried by way of an annual programme across 10 wards*

**** Responsive repairs completed within target timescale (%) as per HouseMark benchmarking performance report March 2024*

‘YOU SAID’	‘WE DID’
Below, is a selection of some of the main ‘You said, We did’, headlines that the Tenant Consultative Group have identified from a range of sources	
“High Rise residents are never invited to anything and are certainly never listened to; we are always forgotten”	The High-Rise Co-ordinator has successfully set up a High-Rise Tenant Consultative Group with their own terms of reference. This group meets at least 3 times a year with 2 meetings already attended during 2024. The agenda for all meetings covers areas of health & safety, communication and newsletters, communal areas and immediate environmental issues, any tenancy breaches and guest speakers are invited as per the group’s request
“Is there anything the Council can do about accidental sprinkler activations”	<p>A new sign-up tick sheet has been developed to ensure sprinklers are pointed out to all new high-rise residents. In addition, the High Rise Health and Safety guide has been updated to include further detail on the operation of sprinklers and distributed to all residents, the Fire service have completed visits to high rise properties to discuss fire safety and a tailored sprinkler activation letter was hand delivered to all residents.</p> <p>In the case of an accidental activation a tenant would need to claim on their own content’s insurance for loss or damage to any personal belongings. To help with the cost, the Council has negotiated a scheme with the Royal and Sun Alliance for tenants to consider, with no excess for any claim, making the scheme extremely cost effective for customers</p>
“Can we encourage more tenants to get involved and join one of our involved working groups”	An ‘All Call for Tenants’ leaflet was produced with Tenants Voice (The Tenant Editorial Panel) and posted out with the quarterly rent statement to all tenants. Getting involved is a standard item now included within Open House, the tenant’s quarterly, newsletter, an introductory letter is sent to all tenants and annual recruitment campaign is undertaken and the successes of all tenant involvement activity is more widely advertised
“I am really struggling with my heating controls since the heating at the high rise was improved”	Tailored support has been offered to high rise residents with the heating upgrade to include additional communication, 1-2-1 support for those residents struggling to programme their heating controls and a new friendly user guide is currently being developed, with tenants, with clear step-by-step instruction

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