

## Respondent's comments

This section of the report includes all respondents comments received on:

- The revised vision,
- People and place priorities,
- Organisation priorities,
- Spending,
- Savings and charges,
- The ongoing restrictions in the use of Marmion House,
- How the Council can capitalise on the positives in the voluntary sector response to the pandemic

And the profile of respondents to the residents survey.

### Comments about the revised vision

*Short and to the point with no ambiguity*

*It's nice and simple statement, but could do with some aspirational future looking statement. What is says currently, is kind of what I'd expect the council to be doing as business as usual anyway,*

*You should try living up to your vision. You've failed miserably up to now,*

*Don't forget areas away from central Tamworth,*

*Invest and revamp the town centre. Move away from just shops and become more innovative,*

*Let's hope that it is put into practise,*

*Nice platitudes! You don't put the views of residents first when you approve massive housing developments against our wishes - but not against the wishes of the members of the planning panel that had to declare an interest,*

*Agree,*

*Better links between Ventura Park and the town centre need to be developed and implemented,*

*Private Landlords need to be challenged or encouraged to lower rates to have premises occupied to boost footfall and economy you take much revenue from car parks if there's no reason to visit this is lost it needs to be priority,*

*We haven't seen a lot of difference over the last 5 years the town centre is a disgrace,*

*And rid it of drug dealers/junkies,*

*More shops needed in town centre,*

*Words are fine, but its actions that count, particularly in times of conflict and incompetent government,*

*Agree,*

*Tamworth has a fantastic Castle and really needs to sell itself more,*

*The Town always tries to win 'Tamworth in Bloom', but seems to neglect the other boroughs around the town, these are areas of priority too. Having More free to use toilets in the town centre, we have to rely on Ankerside and when the Pandemic hit, we were without any toilets in the Town Centre. There used to be toilets under the Old Town Hall, they were removed. Then 2 new lots of toilets were specially built, but again knocked down when people refused to pay for entry. Parks are not always maintained as often as they should nor Trees cut back (especially near the Library and near to the Bus Station on Victoria Road) Roads - Why can't we have a local team the can operate locally to repair roads much more quickly?? Drain Servicing - This used to be done a lot more regularly, but now we have to put up with Flooding for months before the County will deal with the problem.*

*Like many others I am proud to be a Tammy and I want people who visit our town to see that. The waste that is strewn along the A5 from the M42 junctions to the A38 does not give that impression. Please take note,*

*The revitalisation of the town centre should be the main objective of the council over the next few years. This needs to be carried out with the realisation that there are at the moment too many shop units. The provision of more town centre accommodation and eateries is what is needed. But this new build needs to be of a much higher architectural standard than those built from the 60s onwards,*

*Think it's the right vision,*

*Agre,*

*Very good,*

*if this is the case I suggest we stop any more house building with immediate effect as that will drain the towns resources even more and concentrate of providing services for the residents already here who cannot get a hospital, doctors or dental appointment, drive on safe roads, or live in a clean safe environment,*

*Sometimes that does not come across,*

*I hope there is strong support for Mental Health services,*

*Sound vision,*

*The problem is that we are forgotten by Staffordshire County Council and don't seem to get the support from them that would help with this vision,*

*I think everywhere needs more security cameras as crime seems to be on the increase,*

*Vision agreed,*

*It sounds like a nice vision,*

*You could add "the environment and all living species" to take everything into consideration, without them Tamworth's people won't have a future,*

*Agree,*

*Agree,*

*Rubbish - local politics prevail - elected members only interested in remaining within the money pit gravy train,*

*No problem with vision,*

*Stating the obvious but it should be putting the people and businesses at the heart of everything we do. Tamworth is a place so I'd assume you'd be putting those who live, work or visit at the centre. Plus heritage too,*

*That's just words, a meaningless slogan! Actions speak louder than words,*

*Great start,*

*With COVID creating a situation where lots more people are/or would like to cycle more as a means of transport. I would like to see more resources allocated to providing proper cycling infrastructure for the town and surrounding areas. By this I mean proper segregated cycle ways, not just painted lines, but proper physical barriers to separate road traffic from vulnerable cyclists. More provision for parking cycles in the town centre and other shopping locations is needed too. Many studies have shown that where people can walk or cycle safely to shops the local economy benefits greatly. Increased use of active transport has many benefits for the health and wellbeing of the local population too,*

*How about answering messages then that I have been messaging you since March about trees behind my house that is blocking all sunlight in garden have not been cut for 29 years so are so tall they dangerous are blocking public footpaths and I hear nothing when I phone I'm told to put it on portal which I have done several times and get no response so please tell me how me and my neighbours are at the heart of everything you do,*

*Does not seem to be happening,*

*This is quite an insular statement. We are a multi-cultural town and need to play our part outside of our post code,*

*I haven't heard anything about your vision,*

*Yes you should serve the needs of Tamworth. This should also include trying to extend our border particularly to the north so that Tamworth itself benefits from new council tax paying houses rather than Lichfield. This would benefit the council finances greatly,*

*Totally agree,*

*Spot on,*

*The people and the local economy are synonymous with Tamworth,*

*I think that putting much clearer marked bike paths around would be helpful for the people of Tamworth - many of the ones that are there are very faintly and sporadically marked meaning that pedestrians are often walking across them,*

*It's alright to have this vision, but will you actually adhere to it? Past experience has shown that you are influenced by outside interests,*

*Town centre does not feel like the heart of anything, shops are rubbish and does not encourage its people or visitors to our town,*

*Reopen the youth centres for young people to socialise properly. use community centres for group gatherings (i.e. - disabled groups and drop in centres) open the magistrate courts, so local crimes and issues can be sorted in a local setting without having to travel too far for both defendants and lawyers alike. Open the police station clean the weeds away from the roads and make Tamworth and its boroughs cleaner and tidier. let's sort the pot holes in the roads, once and for all. it's currently a joke how this is being done... why can't we have a local team instead of having to go to Stafford all the time to get these problems done? drop the price of business rates, so more shops can be open in the town centre instead of having so many empty venues,*

*Not clear how you would measure if this was achieved? What about the ambitions for the town?*

*Sounds good but won't happen, the council like wasting money and have only destroyed the town centre.*

*How is that measured?*

*Not true*

*An excellent vision.*

*Should also be protecting and sustaining the local environment.*

*Agree totally.*

*Very good and I agree with the statement*

*It seems to me your vision is to turn Tamworth into a sprawling mass of housing estates and industrial units without any thought for quality of life.*

*It's reasonable, but a statement of the obvious.*

*First ensuring that residents and businesses share the same priorities.*

*I would like to see reference made to "the wellbeing of its people". Followed by the local economy. A sound economy is obviously needed to provide the requirements necessary to provide good welfare to the people but how we treat members of our community is vital to show that Tamworth is a good caring place where people want to invest in job opportunities and come to live and work.*

*This a good vision...and hope that it can continue.*

*To be true to your statement*

*It feels like a meaningless statement, you should be doing that anyway, otherwise you have no right to be the council. Do you want growth, to highlight heritage, improve communities and business, and support people? What makes Tamworth unique? How can you measure this, vision should look forward and be something measurable?*

*Great, though personally I'd add something like "make Tamworth a destination for people who choose shopping, tourism, and entertainment"*

*In principal I agree, but as I walk around the town its plain to see the neglect that is showing itself in massive areas. The town is dying on its feet, businesses are struggling for customers and then you charge them to park. I think the major part of bringing people into the town is encouraging them to visit our attractions, and allow them free parking for few hours so they have time to explore what shops we have and start spending money in them. Even the banks are now finding it hard to get customers into the doors. Some are better at it than others but, I predict that we will lose at least 2 of the big players if the lack of customers into the town continues.*

*The Vision should be on the appearance to others, so this means much more cleaning & maintenance of the town but also the industrial estates & residential, the lack of maintenance & cleaning, prior to the Covid disruption is not good enough, gimmicks like the Britain in bloom & other gimmicks like that are not good enough as it spends too much in a small area, not the town as a whole*

*Hopeful words*

*Nothing to add*

*This vision works with our own vision, it would be good to see ideas from the small grass roots charities explored fully regardless of the outcome for the idea.*

*Tamworth Council is very prepared to think outside the box and support Charities such a Samaritans. Without their support our Branch would not be visible in the locality.*

*Agreed*

*Could also mention putting "the local environment" at the heart of everything?*

*I think the Tamworth people should come first i.e. 'to put Tamworth people and the local economy at the heart of everything we do'*

## Comments about people and place priorities

### To meet housing needs through a variety of approaches and interventions

*There's a need for new housing, but I worry most new houses are being bought up by new arrivals in Tamworth. When I see 4 bed houses going for over £400,000 I'm thinking - people from Tamworth won't be buying those. It's arrivals from places like Sutton Coldfield and Solihull or London. Whilst there's smaller houses available - the salary to income ratio means that people are buying less and less share of their house over longer periods. A possible solution is instead of just allowing developers to buy land and build, can the council make land available for locals to self-build, similar to I believe what was done in Chandlers Drive and Carnoustie in the 70 & 80s.*

*Homes for single and elderly people, and especially Council housing should be a priority, please.*

*It should not be at a cost to the environment*

*Stop approving so much house building - it's not needed*

*Build social housing and affordable starter homes*

*Use empty properties for housing*

*We need to maintain what we have at the moment not let it run down*

*Careful not to create ghettos*

*It doesn't matter if you have family in the area everyone needs a roof over their heads more affordable properties should be available*

*Continued approval of plans to build housing on land at high risk of flooding is a disgrace. No matter what the shortage of adequate housing, building on flood plains is unacceptable. The creation of measures to protect such houses invariably just moves the problem downstream. Any house building MUST be accompanied with adequate infrastructure: drainage and water supply, GP surgeries, green areas and cycle paths, primary schools, etc. If infrastructure can't be supplied, don't build the houses.*

*Agree*

*Sorry I have worked very hard to buy a nice house in a nice area. I do not appreciate the sick lame and lazy being given priority*

*Getting empty properties ready for use much quicker might help and checking that the right people are in the right housing. There are some people that neglect their (Council) houses and neighbours that own their own houses have to suffer from these people, yet the Council seem to always side with their tenants' and not the residents that have made the effort to purchase their own houses. Insisting that tenants abide by their tenant's agreements (Too Many Don't) especially those with too many pets.*

*Provision of accommodation very important but consideration needs to be given to the design. Cramming as many housing units into a space leads to parking problems and possibility that the housing will become slums.*

*Affordable housing is fine. But more investment in the town is needed to attract people to spend money*

*Too many houses already for the infrastructure, services and facilities we have. If we can't afford to maintain those what is the point of building even more houses to put everything under more pressure? You should means test council and social housing on a yearly basis so those who need it get it rather than those people who have it staying there for life when they no longer need to and then passing the rent book to their children. People who can afford to move out should and those whose children have left home and have spare space should move to smaller council properties.*

*You are allowing far too many high priced housing...it should be 75% affordable which is needed. And you should make sure what the developers say they are going to do is actually done i.e...hedge on Coton Lane removed and not replaced and that all persons involvement in such projects is not allowed as this looks unlawful*

*Tamworth is using all available space to increase the housing within the borough. Lichfield is using space on the boundaries to increase housing. The combined effect is to produce an uncoordinated unbalanced collection of houses that are not suitable for current requirements and have not relevance to the future. The current planning procedures are broken beyond belief and future changes will make them worse.*

*Supporting private renters is important through landlord rating scheme or support against no fault evictions. Also need more 1/2 bed starter homes rather than the 4/5 bed high cost options.*

*Ensure any private house building incorporates at least 25% affordable housing.*

*There is a very strong feeling in the community that the homeless and rough sleepers in the town are growing. Many people feel that ex-service people from the Army, Navy, Air force, police or other services, should be offered priority housing over and before non UK residents and immigrants.*

*Create sustainable houses that will still be liveable even with higher temperatures, ideally with Passivhaus standards so the habitants will have smaller energy fees.*

*All housing should be of a good standard whether private or rental. End any homelessness*

*Housing needs should also consider the pressure on green spaces and the effect on habitat along with the provision of infrastructure. In the past, provision has not taken enough or any regard to these areas (possibly because of government guidelines). These areas are crucial to creating a community and not merely a housing estate. Tamworth should be a place where people want to live and thrive because care has been given to natural green space and access as well as facilities.*

*I think an effective housing policy has benefits through all other aspects from health to crime and punishment*

*Housing need to be fit for purpose. We need less social housing and bigger properties. Social houses should be there for those who need them. Everyone else needs to work for it.*

*It's just not relevant to me*

*When building new housing developments adequate consideration should be given to building in safe cycling infrastructure to encourage people out of their cars for short journeys. This would lead to an increase overall general fitness and mental wellbeing for everyone concerned.*

*I live in a private house what you doing for us*

*Use council houses better. All bedrooms should be used. Council houses should only be available whilst children up to 21 still leave there. There are properties still empty in Tamworth why? Publish the amount of money you spend on hotel accommodation and make it available to local people to offer accommodation.*

*There are too many houses already in Tamworth, and now there are new houses being built on the borders, which is causing more traffic, more stress on the over stretched Tamworth as it is. How about you do up some of the houses that are left empty.*

*Council should do as much as possible to involve the private sector and appreciate their risks as much as the tenants. Helping them with the issues of non-payment of rent particularly from housing benefit might get more to accept tenants on benefits.*

*There is limited space to build in Tamworth so how can you build more houses without the other infrastructure to go with it more houses equals more congestion get the roads sorted travel round Tamworth is a joke too many traffic lights adding to the problem*

*A home is everything and its crucial the housing needs of people in Tamworth must be met.*

*Please prioritise local residents*

*Too many people abusing the system*

*This only really applies to people in council houses and not people with private houses. maybe checking the tenants of those people in council houses, to make sure they are not treating the properties like dustbins should be a priority and even when the neighbours repeatedly complain about the state of the house and the rubbish left outside, nothing is ever done about it. Where are your priorities now????? makes my blood boil.*

*Would be good if council had a list of recommended maintenance, builders and handyman for tenants to use.*



*Utilising green field space and having the leading group of councillors involved with developers is not a great way to go about it. Brown field sites or town centre redevelopment has to be looked at.*

*What plans are in place for elderly people to support them moving to more suitable accommodation?*

*Buy to let Landlords seeking to buy the affordable housing stock should be discouraged to enable first time buyers to get onto the property ladder.*

*No one should have to be homeless in 2020 and beyond*

*I have lived in Tamworth for 61 years and have seen it turn from a pleasant market town into a "knock it down and build it out of concrete" disaster.*

*Individuals should have access to good affordable housing. Currently not all people do in Tamworth.*

*Prevention of homeless should always be the first intervention.*

*With the rise of the need for more single person accommodation and ever increasing elderly population it is not only very important to get this right. There will be considerable impact of cv19 on the private rental market and I think we have reached a point where homelessness, which is way too high already may increase considerably.*

*There are currently too many housing estates in Tamworth, your "approaches and interventions" hopefully don't include more rabbit warren estates or building on greenbelt land. How about converting existing buildings like Fazeley Mill and the old police station into affordable flats and apartments?*

*Pressure should be put on Lichfield to stop putting their housing stock on the Tamworth boundaries, which forces Tamworth to deal with the population increase whilst Lichfield gets the income from council tax.*

*Housing needs are being met on the outskirts of the town, not by TBC but by our neighbour Lichfield DC who appear to be dumping their housing on our borders. Whilst any development will need an investment in infrastructure and facilities, I feel we will not be needing the amount of housing we were once told was necessary.*

*Dealing with housing, "in house" not through outsourcing would be better for the residence & puts control back in the council*

*Don't build on the surrounding green belt. There must be another way*

*If people can have hope and responsibility, the foundation of a home can give this to some, everyone deserves the opportunity to improve their lives. Foundations, a home create a stable and safe environment to a standard that all should live in, in an ideal world.*

*A very important priority, people need a safe environment to live in order to thrive*

*Many children live in poverty in Tamworth because of lack of education around priorities for spending their income, it isn't always the quality or suitability of the accommodation but the way people live in it and treat it, voluntary sector could provide a support service to educate people on cleaning routines, simple maintenance, gardening, rubbish removal etc. which if they owned their property they would have to do these things themselves. Some people need to take a pride in where they live which would have a knock on effect for any children living in the property and the community they live in, it would also cut costs to other services including social services.*

*People who are not housed and who become homeless are a priority. Samaritans get a high rate of calls from people who are extremely distressed and suicidal because they and their family are homeless.*

*The current pandemic has shown us that those who live in poor accommodation, or under stress that they will be evicted when they lose their income, or living with the stress of homelessness and poverty - these are the one who are most likely to die or have a poor outcome when hit by the disease. Clean, safe housing should be the number one priority next to health and social care for the sick and needy.*

*Having a safe and good quality home is fundamental to health and wellbeing as well as being a major influence on education and employment prospects. The majority of Tamworth residents are able to take responsibility for securing and managing their own accommodation and don't need local authority intervention, but for those who can't, the council's role is vitally important. 2 particularly vulnerable groups come to mind, a) people who are homeless or are at risk of losing their homes and b) people who are elderly and may need adaptations within their own property or to be able to move to somewhere more appropriate. As life expectancy increases, there will be greater need and demand for the latter so the council should prepare for this as much as possible and encourage the building of lifetime homes*

*I believe you can't move forward without a safe personal base. However poor you are you should have a safe base*

## **To facilitate sustainable growth and economic prosperity**

*As someone with Green electric supply, driving an EV and part time veggie, sustainability is a key issue. I'm not aware of much in the way of sustainability projects run by the council - other than a waste collection that has been a benchmark to others. Maybe I haven't looked hard, or maybe the message isn't getting through, but a flagship programme to drive green growth in the Post Covid era, would be something that could benefit residents. Not necessarily a high spending project, but something that gets individuals, groups and business together to say "what can we do here?"*

*You need to safeguard existing now and bring in new employment in this Covid era*

*Looking forward to what will likely be an ugly town redevelopment.*

*Continue to canvass opinion residents and successful business infrastructure needs to accompany housing doctor's hospital but also leisure and tourism*

*More business should be in the town and not retail parks*

*The council should support HS2, but be aware of its potential impact on services from Tamworth station. We should lead on calls for better train services, esp. to Birmingham, through the franchise system, but also through electrification of the Birmingham to Derby line.*

*Where new housing is to be allowed should be a significant factor looking at the current infrastructure and whether it can cope with increased demand or whether adjustments need to be made i.e. better road crossing, traffic management, sufficient amenities or shops and primary schools*

*Housing needs must be backed up with suitable infrastructure and TBC need to make sure house builders fulfil this.*

*I do not agree with the constant new building of houses in the surrounding areas of Tamworth. You are building far too many houses but not increasing schools Doctors Hospitals Dentists etc.*

*Need affordable housing not expensive out of most people's range*

*Bringing more jobs to the area must remain a priority. The Council MUST encourage more growth instead of often blocking people that are trying to bring more business to the Town Centre. This has been blocked for too many years and it's the people of Tamworth that then miss out from the opportunities.*

*There are too many warehouses being built that do not create many jobs for people. The infrastructure cannot cope, this needs to be addressed.*

*From the recent evidence of approved development the council has failed to provide in advance the necessary infrastructure such as roads etc. to cope with the large amount of housing growth. This is especially true to the north of the town where a northern ring road is necessary to prevent pressure in the Ashby Rd/ Upper Gungate corridor.*

*More investment required in town centre. Need more local business. Think Mosley in Birmingham, Tamworth can be that independent, quirky town where people will travel to go out, shop etc.*

*The council is not managing growth at all. Far too many industrial units sitting empty they should be used before building new units or offices that then sit empty. The town is an eyesore from all sides now. Most people who were brought up in the town no longer wish to live here and are moving out. We have become a satellite town of Birmingham and have lost our identity. Only the newer people who are used to an even more built up area are happy living here but it won't be long before we become the same as the areas they left*

*Far too much industrial units being built when loads lie empty...make developers use existing sites until they are full before allowing building on other sites which in turn lie empty*

*Housing is one aspect of prosperity many others such as education, health, emergency services, recreation & care homes should be integrated and a unified plan produced.*

*Tamworth needs to be more positively portrayed*

*Whilst there is a need to ensure economic prosperity the infrastructure needs to be there to support it - it seems that more and more houses are being built but there is a lack of schools, medical services (particularly a hospital) and the road infrastructure is certainly not sufficient to support the growth.*

*Building on flood-plain is crazy and irresponsible and is a "quick fix" that stores up problems for later. Whilst development is important, let it be sympathetic to the environment and leaves the residents with some green spaces, wildlife areas and no increase in traffic queues.*

*Very unhappy at the detrimental impact of HS2 for little gain. This will blight Tamworth.*

*There are different estimates of how fast the UK should reduce greenhouse gas emissions if it's to do its fair share in combating climate breakdown, ranging from 7% to over 25% per year. Researchers at the Tyndall Centre have published a detailed carbon report for every local authority and say that Tamworth should reduce its emissions by at least 13% per year. There are only 4 government-funded eco-heating systems in Tamworth, yet the UK needs to fit around 1 million per year. Fitting 1,177 eco-heating systems every year would be a fair share for Tamworth. In Tamworth only 6% of people commute by public transport, 2% cycle, and 9% walk. In the best performing similar local authority area, the proportions are 22%, 12% and 18% respectively. Much more is possible. Research shows that 24% of commuter journeys in Tamworth could be by bike (assuming good cycling infrastructure, such as segregated cycle ways and the uptake of E-bikes).*

*About the increased housing, please choose contractors that take the impact on the environment seriously (we had enough greenwashing these past years, we don't need words we need actions): work with materials as local as possible, hire workers*

*from the area to create jobs, respect strong standards like the Passivhaus one, leave as many wild area as possible to protect the biodiversity etc.*

*I can understand that money runs everything in the world but the amount of new housing is really impinging on Tamworth's infrastructure, schools, and doctors. Tamworth is now becoming very built up, and with Lichfield building right up to our boundaries as well so much pressure on all our resources. As a Tamworth resident I am feeling very pushed out*

*This touches on what has been said with regard to housing and seems lacking in the past.*

*Clearly it's been shown that prosperous areas also benefit from enhance life expectancy and lower crime so a strong economic strategy will be if it the whole community*

*Growth and particularly supporting infrastructure need to be planned and managed*

*Economic activity is the most important you need to focus on. If people have good jobs the areas that cost the most are not needed.*

*I think too many mistakes are made, along with too many decisions made for the wrong reasons (or bank handlers!)*

*Not happening in my opinion.*

*Should benefit all citizens*

*You are ruining a lovely town and surrounding areas by building un-necessary houses, and causing more traffic queues, and over-crowding.*

*New housing needs to be on Tamworth's terms and part of an overall plan to improve infrastructure. Therefore need to remove the situation where Lichfield dump housing allocations on our borders with no regard to infrastructure*

*Getting other local authorities to help financially with local amenities and services when they build on our borders and receive all the Council Tax but none of the liabilities.*

*Economic prosperity is a must for all who work so more workplaces then this may lead to higher wages more money for working people to spend*

*We have nothing without a strong local economy.*

*It is important that any increase in housing (whether by Tamworth or Lichfield on the outskirts of our area) should have ample support by way of health - GPs etc. and schools.*

*It's now fairly obvious that increased house building has happened, but the infrastructure remains the same, this has led to chaos on our roads and increased travelling times with resultant costs and pollution. You cannot plan for hundreds of houses without roads, schools, doctors, etc.?*

*Bring people into the town is a priority, but making them pay over the odds for parking drives many people away. Looking around the country, many places are seeing that parking is a priority and they have reduced the parking charges (£1 for the day) or free parking to encourage more people to the town centres. This is something that Tamworth Council should be looking at too. How can you grow a town if people don't use it??*

*Agree and think this should be linked to the vision*

*Needs to be a focus on town centre not just expanding venture. We will now be left with an empty John Lewis there. The centre of town needs to be livened up anchor side should be regenerated to get more people visit*

*Need to revive town centre and stop builders putting up warehouses that are left empty. Should put a clause in contract if they don't have tenant that provides jobs for locals within 12 months they pay a fee.*

*You need to make sure you don't become a suburb of Birmingham. Road access is a priority especially at the north of Tamworth. Another route over the rivers would make difference.*

*Protecting the environment is extremely important. Tamworth has lots of parkland and this has been a wonderful resource for the community during the pandemic.*

*Not sure the environment is being protected sufficiently with all the development taking place.*

*Small High Street traders (particularly shops) should be encouraged with incentives to set up in a manner to trade on the internet to reduce their dependency on passing street trade.*

*Whilst it is important to have new industry and jobs, plus increased housing and residents, there is already a huge strain on schools, health provision and the roads. These need to be improved to cope with increased residents*

*The council appears to me to allow businesses to build anywhere and everywhere with little regard for local residents.*

*A decent aspiration, but after a decade of cuts to local authorities and the social and economic impact of Covid very difficult to achieve.*

*The location of Tamworth benefits hugely from the new industrial developments around M42, J10 and this should be widely promoted. Ventura Park is a huge success, bringing people into Tamworth. Perhaps the town centre is never going to be sustainable in its current form.*

*House building alone is not the answer and any further building should be done in complete cooperation with neighbouring authorities. It is not acceptable to build new properties on land that will increase demand on the service of a neighbouring authority. Is there a master plan? I think not. Everyone, even if they live in a densely populated area are entitled to have some green space and clean air around them. To ensure a happy balance we need to work out what we can be turned into*

*accommodation before expanding into green belt. There are masses of empty offices and shops at this time. Although apartments and flats may not command such a high rate income, neither do buildings that stand empty for years. We are running about 20 years behind in providing this type of accommodation which is much in demand from the young. The days of the traditional town centre and shopping precinct is over and one of the best ways to preserve the best of what we have left is to move people in.*

*The key point here is the balance between environment and development. We can't lose sight of Tamworth's heritage, history and green belt, for the sake of profits to be made of building houses, with consideration of what the infrastructure of the town can handle.*

*Pressure should be put on Lichfield to stop putting their housing stock on the Tamworth boundaries, which forces Tamworth to deal with the population increase whilst Lichfield gets the income from council tax - if the growth is there, it should be owned by Tamworth Council as custodians.*

*More facilities to attract people on the fringes of the town would make an enormous difference. I think building a ring road around the outskirts, (as in the local plan), would bring massive benefits and reduce traffic levels around the town. The improvement in environment would be massive. Looking at the town as it is today, I think that there is little opportunity to expand the town much more without major redevelopment.*

*there is so much residential growth planned, it can only be accepted if the council puts in the road infrastructure also services / facilities your taking the fees from the builders so they need to be spent in the correct manner, also invest ready for the council tax to come in for the new properties,*

*Concentrate on improving what is here already. The town centre needs to attract young people in the day time to spend. I'm only in my mid-thirties and hate going in to the town. The rents and rates are too high for small businesses to survive, but small business is what will attract people*

*The infrastructure should not impact on rural areas. It should also be considerate to the highways and the additional footfall/traffic in the area if roads cannot be adapted to take the strain. Additional shops and schools need to be factored in as well.*

*Housing is a priority, but there is too much building on Lichfield District Authority land that residents will then need to access Tamworth's infrastructure, thus overloading it*

*The growth needs to be carefully managed, to many new homes will result in the infrastructure, Doctors, Dentists, Roads , shops etc. being unable to cope with demand and then the quality of life of the area is affected .*

*The previous can only happen with a strong economy.*

*Economic prosperity and high levels of employment are clearly important to ensure that residents can afford a reasonable standard of living, make choices and avoid*

*poverty. The council can help to do this at strategic level but the business community also has an important role to play in providing good quality jobs*

### **To work collaboratively and flexibly to meet the needs of our communities**

*I think the key problems can't be solved by government alone, but individuals, companies and 3rd sector working in partnership with government.*

*Not enough police on the streets to stop the congregations of anti-social people in the town*

*Tell us what this means in practice*

*More platitudes.*

*We use too many contractors to work in the town the contracts are too long and the work of poor quality*

*This sounds like an opportunity to give council services (and money) to councillors' mates. Transparency, 100% transparency without hiding behind "commercial sensitivity" is essential.*

*Agree*

*Sadly you pay no attention to the wishes of the community unless it happens to be General Elections*

*This makes you wonder why the youth centre doesn't operate as it used to (too much red tape) Youth and community centres around the towns boroughs need fixing up and become open again (i noticed the community centre on the Leyfields was in disrepair) and i know that disabled clubs used to operate there, but for a number of years now, they sadly have not.... why?? I would also like to mention the police station - why is it still closed to the public?*

*You say "a well-earned reputation". Who with? This is a very vague statement and one that everyone can agree with but lacks specifics. What does it mean and who do you do cooperate with and for what?*

*Far too many disputes in neighbourhoods regarding inconsiderate parking, untidy gardens, drug use, litter...councils need to start clamping down on it all...more visual inspections needed*

*It is important to not use private companies who are out to make a profit and not have the vulnerable at the heart of what they do.*

*It is important to work collaboratively with other agencies but it needs to be an efficient collaboration and not one that creates more bureaucracy and red tape and, inevitably, costs more.*



*Please explain what work you have done to date to encourage the development of purposeful and meaningful partnerships to protect vulnerable people and enhance neighbourhoods? There does not feel any public knowledge or awareness of such partnerships.*

*Particularly looking after the vulnerable*

*Consultation should be with more locally involved people rather than outside bodies even SCC seems to have very little understanding of the nature of Tamworth.*

*An approach that brings the community with you via consultation has more chance of succeeding*

*Not enough being done to prevent car crime.*

*Talking is one thing. Action is required that it transparent to all. All senior/ executive level TBC meetings should be broadcast live on local radio. Local surveys should be the norm*

*I've yet to see any development from the council, all they do is waste money.*

*Not clear what you are saying here. Sounds vague. I am happy to use private organisations to assist in delivering council services but not where councillors have a vested interest in those organisations*

*So the teen shelters enhance the neighbourhood I think not they are usually full of pit smoking louts who then go round trying to break into cars nearby to feed their habit pull them down now*

*Hence the reason I mentioned reopening Youth Centres and Community Centres Again.*

*The contractor's the council use never communicate with tenants about what they are doing. When contacted council for assistance they too have no idea what is going on*

*Agree with the approach set out, would like to see examples of this.*

*Voluntary groups for parks and recreation to be encouraged*

*Laudable but challenging.*

*More "in person" residents and business consultations, when Covid allows.*

*Partnership and collaboration is always essential and agree should be at the heart of the council's approach to communities.*

*This sounds like a load of waffle with no real focus or direction in how to achieve this. But pleased to see projection of the vulnerable however that may be.*

*A number of years ago refuse was joined with Lichfield. The council should look at more opportunities for a) trading the services of the council out to other authorities or companies - i.e. you do not provide a service to business for refuse. Millions of*

pounds is going out of the borough to the likes of Biffa. b) Joining up with other authorities to cost share a service like refuse.

*But a few floral traffic islands is not the way forward.*

*I am not an advocate of outsourcing if a company can make a profit by working for the council, why does the council not have the ability to do their job*

*Don't know how you are doing this*

*Agencies and voluntary organisations support what is on offer, although I do not believe they are still fully recognised and fully supported locally and get side tracked for larger organisations from out of the area.*

*Work with vulnerable people is a priority to bring them out of this vulnerable status*

*Home-Start has been in Tamworth for over 20 years, we continue to see collaborative work between all sectors, especially in the current crisis, everyone pulling together for the benefit of the town as a whole.*

*Tamworth Council have introduced Samaritans to various organisations whom we now have partnerships with.*

*There is a lot that the council cannot undertake itself, because the skills lie elsewhere, but the volunteer section who support the community need financial and advisory support to do so, which the council is well placed to provide. Tamworth B.C. has a good track record, but needs to press central Government to restore the funding to local governments that has been taken away over the years, even though the needs of the community have increased.*

*Partnership working is to be encouraged, especially when resources are limited or reducing and need is growing. However, the council needs to ensure that partnership working doesn't become an end in itself and should regularly check that positive results are being achieved which are proportionate to the resources and efforts put in by the partner agencies. Partnership sounds nice and something good but it needs to make a real difference. What about the involvement of residents themselves? The priority talks about 'delivering positive outcomes for residents' - how about 'with residents'. A priority around motivating residents to take a proactive role in caring for their community and each other would be a good one; Covid has prompted many residents to get more involved and reach out within their neighbourhoods and communities. How can the council keep this spirit of co-operation going?*

**To create a new and developing vision for the continued evolution of Tamworth, including a town centre fit for the 21<sup>st</sup> century**

*I think it's a difficult task to try and plan the town centre. Maybe focusing on it more as a leisure destination and reusing some commercial space as residential would be a better approach, I would love to see the church square developed into a cafe culture zone similar to French market places - with outside eating and give more variety of international restaurants than we have currently. I'd love to see Middle Eastern, African, far eastern culture represented as well as the current Indian and Chinese. With the right kind of encouragement, and a long term plan it could really be a pull into the town from across the midlands. If you combine static restaurants with mobile catering events with live music as we've seen a few of already, it may grow into something akin to what I've seen at Digbeth dining club.*

*You've got a historic town with magnificent attractions. But the town is filthy and the provision of toilets is deplorable. Shame on you*

*Stop car parking charges to encourage people to use the town centre*

*More platitudes but please keep the traditional character of the town centre - the people do not want any glass hung on steel rubbish.*

*Do not spend millions on very expensive retail premises. Think about it, shopping has changed*

*This is imperative housing economy etc. all evolves from a thriving town centre younger visionaries needed look at other models Lichfield / Ashby etc. need to think outside box not just about parking charges these surveys meetings are excellent way to canvas wider spectrum of ideas*

*We have heard this for a few years now we need action not words the Assembly Rooms are fine but out on the road is a disgrace .we need a proper bus station not old smelly busses sitting on the side of the road spread around the town centre*

*The shops in Gungate should never have been demolished*

*I think that Tamworth should enhance its historical importance, such as it being former capital of Mercia, its heritage, such as the Castle, the Peel connection, etc.*

*We need a golf course. I'm not aware that Tamworth council had an old vision for the town. Any vision, needs publicising, and not just on an obscure website. Similarly, what plans for Gungate? The Gungate precinct was demolished at least 10 years ago. A bit of action is needed not another vision.*

*Its true shopping in the high street is significantly down so more needs to be made of venues for eating drinking and entertainment in the town centre*

*Need a radical re think of our town centre and not just build more shops that will stay empty. Shopping has changed and the centre needs to be a space that draws people in via other means such a leisure and culture creating footfall and a sense of community. There is a lot of talk but very little action.*

*Sadly too many councillors have vested interests in new builds. Too many houses not enough infrastructure*

*High streets are going to change more and more we will all have to accept that and try to find a new way for them to exist not just places for retail*

*The cost of running a Business in the Town Centre (mainly because of Business Rates) makes businesses stay out of the town. Making the Town Centre more desirable and offering bigger and better opportunities must be a priority. Why don't we have more restaurants and a wider variety of shops???*

*The old Coop site Ninian Way has been derelict for too long. It needs to be redeveloped without further delay.*

*Stop using in words like "offer". Use ordinary English! I'm afraid that I see no evidence so far that the Council is "well placed to lead the development" from past projects. The Gungate area is crucial for our future town centre. Get this wrong and it will be labelled as great a disaster as the 1960s architecture such as Middle Entry and Home Bargains. The new build's architecture needs to be of the highest quality not utilitarian and cheap looking.*

*Yes. This has to be a priority to bring businesses and money to Tamworth.*

*Less charity shops. Let closed shops, to be rented out at a reasonable price for a set time.*

*The town centre is finished if you must build houses maybe that's the best place for them now. It's dull, dreary, dirty, provides nothing really, car parks are a disgrace and too expensive. Only time I visit is for doctors and dentists or if I have to go to the bank because the app or online banking won't allow me to do something. I would use the assembly rooms. I won't go to restaurants or pubs I don't feel safe at night in the town as the behaviour and language is disgusting. The library no longer really offers much choice the old library was better in my childhood days for choice and ambience.*

*Clean up the town centre. Encourage decent shops and get rid of all the tat and phone shops. Look at places like Shipton on Stour and see how they do it! Reduce or eliminate all parking charges. Make use of the river for leisure such as punting or boating like Stratford. If the council hadn't desecrated the town in the 60,s it would now be tourist spot like Stratford!*

*There are too few variety of shops in the town centre, with banks reducing hours or closing branches there are less and less reasons to go into town centres when you can get everything you need out of town without paying parking*

*To develop the town centre a long term plan is required. Many choices are available. Housing, Retail, Tourism are some that could be chosen. But it is vital that any long term plans include constant consultations with the people of Tamworth.*

*The town centre is an embarrassment which is such a pity given its historical importance. Please make the town centre more of a cultural leisure site. Encourage more antiques centres, quality markets (flowers/crafts/art) and restaurants etc. to*

*capitalise on the tourism pull of the castle. The cheap nasty shops bring in a certain crowd and often the centre feels chavvy and threatening. We should be competing with the likes of Lichfield and Stratford upon Avon where people purposefully go the centre.*

*Work with Staffordshire County Council to lower rates for small business so that the Town Centre can offer what Ventura can't*

*Tamworth could be a lovely market town if you followed the format of similar places that seem to be doing it right with independent shops, restaurants and cafes etc. The problem with Tamworth is that there are too many empty shops, too many shops of a similar type (e.g. phone shops) and there is really not much to come into the town centre for. The Castle Grounds area is lovely but the town centre is a complete contrast and does not encourage people to shop there.*

*The potential has in recent years not been fully grasped by the Council. Any plans for regeneration depends on real funding availability post Covid. The Town Centre overall is shabby.*

*The town centre is the beating heart of the town and unfortunately most of the active business has been stripped out of the town centre shops and migrated to Ventura Park. Councils should seriously consider dropping the business rates, not just for the first 6 months, but forever. Particularly for smaller family type businesses and slightly increase them for the national companies like Wilkinson's, Home Bargains, Costa coffee etc. The bigger companies should subsidise the smaller independents, which would encourage more people into town and everyone's profits will rise. Also parking should be free for two hours in everyday, for people to call in, do some banking and grab some lunch.*

*the rent is too high for small/independent shops to exist*

*I think the town centre definitely needs revamping but not at the cost of tearing down the buildings that have character and history making it another heartless town centre. We should be using our heritage and fantastic location (centre of the country, two converging rivers, Mercian history, castle, castle grounds etc.) as a to 'build' on. If the new ideas are sympathetic and sit well alongside what we already have we could become a stand-alone place where people want to visit instead of a town centre that looks like any other. And once it's gone, it's gone*

*The whole heart of this town is a heritage asset which has been given a low priority in the past. This should not be preserved in aspic but should be respected and utilized to take the town forward to invite a new audience while providing innovative ways of interpretation. Technology offers ways forward that we may not understand but which future generations will. Tamworth has areas which are quite green but the centre with the exception of the Castle grounds is lacking. The Assembly Rooms development and outside area is the exception. More could be made to enhance the area by the Church. Re-generation does not always need to mean taking down and re-building that is an error from the past. We need to learn from it.*

*The town centre is key however I don't feel we can return to the commercial centre it once was we need to develop the centre for the modern era*

*Town centre needs replanning carefully for regeneration*

*Agree 100%. The town centre is important for visitors and businesses.*

*Council planning has killed the town centre*

*We need to make the town a place to dwell in, enjoy live music events, theatre, a good family offer and enjoy the heritage. We need to play on these strengths. Events are huge for the town and further investment/support needs to be provided to ensure that Tamworth town centre continues to be a place that tourists and local communities want to visit and celebrate community pride.*

*More residential properties by converting empty premises.*

*We love Tamworth town centre and are concerned that visitors may decline due to shops closing. I'm sure more people would visit if there was more free parking.*

*Use Lichfield as a benchmark. This is a quality visiting experience just 4 miles away. We seem to be on race to the bottom*

*The council are ruining Tamworth. Yet they don't upkeep the roads, some of the major roads are appalling, and some of the side roads are just as bad. My road hasn't been resurfaced and I've lived there 12 years, it's an awful surface. You are not thinking of the people, just your pockets.*

*Fewer shops needed. More accommodation and leisure in town to replace it*

*The town is dying and needs to be revitalised, we all agree. Bringing back some of the properties to a residential use and expanding on the café culture hopefully will increase footfall and in turn entice unique businesses back to the town centre. Use Church Square for traditional entertainment and live music on a regular basis. Bring back battle of the bands etc. etc.*

*The town centre is a joke rubbish shops it needs redevelopment*

*It's important to realise the town centre needs to change dramatically and quickly. I hardly visit it as it is dying on its feet. It needs less retail and more other uses and homes.*

*Any plans must be realistic and sustainable*

*I think you would have more footfall in the town centre if parking was free - otherwise people will visit Ventura instead, where parking does not need to be paid for.*

*I hope the community is thought of not just the council's bank balance*

*Add to this, extra days where we have 'Special Market Days' midweek and more Activities and Events in the Castle Grounds and we'd be on to a Winner.*

*For decades the council has no idea how to regenerate the town centre, the market is dire with hardly any stalls. How much money & time wasted has been spent on all these statements which the council change regularly costing more money*

*This is where bringing residents back to the Town Centre needs to start. No more retail, and creation of a dedicated market square rather than down the town centre*

*Great change is needed*

*The town centre is in need of regeneration, perhaps with more restaurants, cafes, accommodation when the current outbreak situation is resolved.*

*Tamworth's long history could be marketed strongly to enhance more tourism.*

*I think this needs to happen and not just spoke about, councils should work with landlords to ensure their premises/buildings are looking good outside, we should encourage more food/drink outlets along Colehill to attract more people into the town, not just in the day but in the night, as a manager of a business we spent £500k to update our venue, so the council needs to look at a plan to encourage more*

*The town centre needs to encourage more shops to open or small businesses that can employ people. Smaller individual businesses should be encouraged with discounted parking and public transport for Tamworth residents*

*I fear the horse has already bolted. However, support for small sustainable businesses in the town centre would be positive.*

*The future of the town centre was very difficult before Covid but now on line retail has boomed, it may be time for some painful decisions. Residential, tourist and hospitality rather than a shopping hub.*

*The development of town centres needs to reflect the age in which we live while preserving our heritage and traditions.*

*What is your real vision for the high street how can you fill the empty shops? A high street fully of solely independent business all born and bred in Tamworth? Leave the retail giants out and set rents at a reasonable rate so the little guys can fill the shops and give a unique high street of talented Tamworth businesses. What can business sell that you can't get online? Why not bring the traditional market to the empty retail shops. Cheap rent and full shops, is better than empty shops and no rent. A real 21st century usp.*

*However, the council should be very careful to take a wide and balanced view of the situation. Please don't just listen to 'place management' companies and 'business improvement district' agencies. There are a lot of very wide ranging solutions out there, which are perhaps more fitting to Tamworth. We've voted on a BID once, it would be very wrong just to keep bringing this back to steam roller it through just because the council was influenced to. There's a lot of anti BID sentiment across the country at present, not least because it is a basic tax on the businesses. There's been a lot of BIDs wound up / ended. There's a lot of other options, for instance Bury St Edmunds has successfully done a 'no cost BID' to replace its BID. Similarly, the 'discount / loyalty' card keeps being pushed by certain vociferous individuals. But it's*

*not gaining traction - why? There's not a desire for it, it doesn't fit all businesses and it costs the business owner to be part of it as well as discount*

*You only need to walk around the main streets to be able to realise, the town as it is , is not fit for any future resource. It's been raped of its old buildings bar a few and we are left with half empty shops and offices that attract no one.*

*many councils are not helping the town centre by preventing access, restricting parking, so you need to CLEAN the town, the many unoccupied properties need to be freshened up & promoted for rental, help with independent rental, encourage property owners to give realistic rental values, allow traffic and parking,*

*You need to engage with young people on it though, what do the late teenagers and young adults want? What's popular in Birmingham City centre?*

*Tamworth town centre is depressing to go around, rates and rent in the town centre still command a high price, but the footfall does not. The Council could look into ways to create a more thriving environment, with the amenities it offers. The Castle and some surrounding areas are our treasure, which seems to get overlooked.*

*Tamworth town centre needs to have a combination of people living there and independent businesses to create interest*

*However the costs, rates etc. need to be carefully monitored we are already losing some prestigious retailers from the area and the centre of town is in danger of becoming a ghost town*

*From observation, there has been a noticeable increase in town centre footfall since the easing of lockdown compared to pre-Covid-19. This is particularly so on market days, and to the bargain food and household retail outlets. This has probably been fuelled by those who now work from home and not commuting into Birmingham and other larger areas, so have adjusted their shopping habits. As many of those businesses who put their workers to work from home are abandoning their city centre offices and encouraging permanent home working, there could be a need in the town for small office hubs to provide shared space for those who need an alternative workspace to the kitchen table, and would prefer to meet other people during the working day. The business/creative area in the town centre could be developed with this in mind.*

*I don't think it's clear that the town centre is 'an important resource for the town as a whole', please clarify why the Council thinks it's important.*



## Comments about organisation priorities

### To be financially stable

*Are the council allowed to get involved in profit making enterprises or are they limited in their scope to monitor and control? I'm unaware. But what would potentially be feasible is a community energy project. Identify the opportunities (there's massive space in the flood planes for a combines solar and low drop water power scheme, using the old mill site, but would be low output. However combined with battery storage and selling energy only in the peak period many renewable schemes are now starting to become viable as "dispatchable power". Basically the grid is notified of what capacity is available and this is release at a set time.*

*You've failed*

*Not sure I believe this. The failed Icelandic bank investments (where did that cash go when you got it back)? The 'Olympic sized swimming pool' that never emerged, then was sold for a quid. The failed running of the golf course and subsequent sale for housing, even after saying it would never be housing. Need I go on?*

*Do not look at raising revenue from extortionate business rates and rents*

*Where is the money from the sale of the golf course, why has this not been put to good use Ankerside needs better shops with a better atmosphere someone with a bit of drive is needed*

*If these "commercial approaches" are to sell off assets like the golf course and sports centre, then you need to re-focus. Are you planning to sell the newly renovated Assembly Rooms? The council has shown a distinct lack of imagination when it comes to generating new sources of revenue.*

*DON'T make Taxes too much for Business, encourage business to prosper. Parking Charges are Too Expensive. Make it £1 for the Day and more people from out of town will be encouraged to visit. We have so much to offer, but make it so Undesirable when Parking Tickets are placed on cars for Bonfire Night and Special Events. Do the opposite, make it free parking for those occasions and people Make it so people will want to return and make Tamworth the Pride of the Midlands, as it used to be the Capital of Mercia. will return..... The Money will follow for both the Council and the Businesses in the town. We ALL Prosper.*

*Surely what has been written above should be nothing new but what any council should have done all along?*

*You would probably save money if you didn't tender out services to companies who clearly aren't qualified to do the jobs. Services were far superior when trained council staff were employed*

*Get rid of one councillors in each ward why do we need 3 anyway*

*Money could be saved in certain areas...fly tipping...put camera traps on Clearing up after travellers...immediate action needs taking as soon as they appear More emphasis on giving fines for littering, dog mess etc. which are on the increase*

*Put a cap on what councillors can claim in expenses and ensure any unnecessary expenditure is stopped*

*Need to live within means and therefore need to look at new ways of increasing revenue*

*Vitaly important that the books are balanced and you don't spend more than you can afford - TBC and SCC should remember that the money they get in from the taxpayer is not there to be wasted and they should be working hard to get the best value for money on behalf of the taxpayer.*

*Have they?*

*Fully agree the need to harness all potential sources of funding. Why are you stating adoption of commercial approaches now, surely these have been in place all along?*

*Spend less money on flowers and more on tree planting*

*It is important but a fine balance between money and preserving Tamworth as Tamworth. It's very easy when money is everything to lose sight of what's important. Please don't make Tamworth into a 'Blackpool' place so that it draws in people to extract money from them but then leaving nowhere for people who live in Tamworth. An example: Planters used to be a garden centre for buying garden items, now it's become more of a restaurant, play area that also sells gardening things on the side. It's thriving and making good money but its original criteria has changed. Please don't make Tamworth a place where visitors are more desirable than the locals*

*Especially in the light of Covid you cannot move forward without being financially stable.*

*I expect you to do this every day. Keep making those decisions that are best for everyone.*

*There is no real transparency of spend or governance. You are unaccountable. Your proven track record should be scored by 1,000 local residents not a self-award.*

*Get rid of the overpaid people, and spend the money on more useful things, like police, or making the town and surrounding area's look better. There are so many over grown areas and the grass gets mowed but its left on the top of the grass to blow all around the area.*

*Nothing wrong with joint ventures.*

*How can the council be a trusted custodian when several million pounds were lost in a foreign bank crash the council needs trimming and the staff need to be more productive?*

*In order to deliver the services we need but keep council tax increases limited.*

*It is important but not to the detriment of community groups that funding has been removed from.*

*Why has it taken radical changes from central government to make the Council to see this is something that should have been looked at Years Ago?*

*Stop wasting money on statements & changes that cost more money. You can also save money by stop sending out rent statements with all the other information that's put in*

*Plans have to be sustainable.*

*I trust this is a statement of the blessed obvious. It is what the Council is obliged to do.*

*Residents need to be kept informed of the difficult financial choices that are required as a result of Covid. Unfortunately it is not reasonable to expect the Council to be able to provide the usual level of services without additional funding.*

*Obviously funding has to be managed and revenue used effectively but sometimes a little investment without any immediate return is useful. Keeping our streets clean, managing green spaces and plants are expensive but sets a standard of "This Town Cares" clearing graffiti as swiftly as possible sets a standard. It is good that residents do litter picks but where I live, human excrement has been left in the alleyway for two weeks now. I don't expect litter pickers to take this on board. Small prizes and rewards for people who keep their garden or pavements tidy and litter free would be good rather than continued threat of prosecution. I only live within five minutes of town but it is quite apparent where town cleaning ends. Commercial approached yes, but investment in a couple of employees to become our street environment advisors, carer would make some parts of this town better places to live.*

*You need to listen to the commercial world in Tamworth and think like a businesses to be able to be financially stable. What assets do you have and are you making the most of them?*

*I have stated elsewhere about trading your services. Take the commercial refuse business away by doing it better and cheaper. We have fantastic gardeners producing amazing displays. Do other towns want to buy from Tamworth? Do pubs etc. want to buy from TBC rather than their pub supplier?*

*If you mean selling off the council assets, I think enough has been done already. Every business needs assets to be able to borrow and survive. If you have none then you are bankrupt. You have to run the council as a business, I fail to see any other way it can survive.*

*Remove red tape, encourage council staff to become active, not complacent in all there business proactive, not complacent, Ban Offshore investments which have failed for Tamworth in the past, only invest in Tamworth, not elsewhere*

## **To ensure our employees have the right skills and culture to help our residents, visitors and businesses**

*As well as councils providing the mandatory training, I would expect individuals to keep themselves up to date too. Potentially this is a signposting activity for the council - with an internal wiki where staff can link to relevant training and knowledge available for free. With the wealth of internet training now available it's not necessary to go on a £2500 5 day course when a few hours self-study for £20 on udemy can achieve the same results.*

*The town doesn't need the huge number of staff hiding away in your Marmion House ivory tower. Especially the overpaid, lady Corporate Management Team. Put more lower paid staff out on the streets keeping the town looking pristine*

*Local authority staff always bear the brunt of cuts from an employee perspective. Restructure and prioritise*

*Councillors /staff need to be forward thinking not old fashioned and at least live and socialised in the town!*

*Fine words that don't mean a lot to normal residents. We see work men doing a poor job "we're contractors we've only been told to do this no more nothing to do with us" "the standard answer*

*Most info is available on line*

*Nobody listens to the public the council need to speak to people in the town centre and see what they want not everyone can drive*

*Training provides the right skills and this can come from both the Private and Public Sectors. Yes, it is Important, but doesn't necessarily need to be a Priority for the Council.*

*One cannot disagree with this. Now ensure that the correct training is available.*

*Technology is changing at an incredible rate but not everyone is changing with it. Elected Members and all members of staff should have a training plan and be encouraged to develop their skills in any way possible. It should also be made clear that service delivery is shaped to those not having electronic skills resources knowledge or interest.*

*Work with other councils and not employ expensive training companies*

*It is such a shame that these skills are not met with easy access for residents. For example, why are the offices not set up to accept payments from residents? I don't know of any successful companies that don't like to receive payments in a form that is convenient to its' customers.*

*Skills can be bought in, or brought in through partnerships, to supplement and replace employees where appropriate.*

*I would have expected this to be happening anyway*

*Skills are important but so is local knowledge. Employees need to have an up to date knowledge of the local areas. Council officers and members in the past would walk areas to gain greater understanding. I acknowledge that pressures on a modern council are diverse and ever changing but you cannot develop or go forward by merely looking at a map or reading a progressive report.*

*Elected members are anyone who is popular at the time and to many people you get what you give. Staff wise you need to make sure you have the right people to do the job they should do and get rid of those who don't have the right capability.*

*Regarding visitors/tourists, I don't think enough is made of the beautiful historic assets that we still have left to offer. Much more could be done to promote this aspect of the town.*

*Justify their existence. The private sector is suffering and the public sector should follow suit. Details of all salary, benefits and terms and conditions including pension commitments should be published. Prove you are getting more efficient year on year*

*The counsellors are a waste of time, pure money grabbing!!!*

*Getting the right person in the correct role is of paramount importance in any business.*

*I would prefer more shared services with other councils and commissioning services from the private sector.*

*Perhaps some members of your team should take note of this statement you've given and listen to people from the community when they ask for support or help with. There are some of your staff that dismiss certain enquiries without even looking into the enquiry. That must stop.*

*I highly doubt anyone in the council has all the information when I have spoken to someone they knew nothing about what I was contacting them. They couldn't even refer me to someone that could help*

*At present some council staff do not have all the relevant knowledge and it is very frustrating when you need to access a resource and you keep being redirected from one department to another.*

*People and their skills and development are important; however, ultimately it is outcomes that matter.*

*Training for staff and elected members is vital. Also experienced staff should be valued. Their knowledge shouldn't be underestimated.*

*This is important, and you need to make sure the community is clear on the roles you have and who to speak to regarding the issues. At the moment I see the council as a faceless entity and not a welcoming place to get the information or action needed.*

*As I have said elsewhere, get a rounded view. Don't be blinkered to one particular solution because one specialist told you it was a good idea. Take a view of all sides so you do indeed have the right skills, culture and knowledge of all solutions.*

*Employees are the lifeblood of any business ... Mostly, yours always seem to be busy and carrying out their jobs well and conscientiously. But as with any government body, there will be parts that are ineffective and wasteful. This needs to be stopped.*

*I have struggled with Tamworth council staff not being trained or experience in there industry, you either train them yourself or employ experienced staff, lack of interest & complacency is unacceptable*

*The staff are the key element of the Council, local companies could support the staff in Employee Assisted Programmes, again this is offered out of town, and therefore not supporting local companies.*

*I think the front line staff, especially at the Councils 'Front window' should reflect the Councils Views on respect for the public in general and people in need in particular*

### **To ensure our service delivery is consistent, clear and focussed**

*Fine words but meaningless and unspecific*

*Better customer service*

*Who comes up with these statements??? Does the Council understand their own Mandate??? It's all well saying these things, but you have to deliver what you say and so far I don't believe that you have done what you've stated here.*

*The increased availability of services on line should be a priority.*

*Having information to the standards of service that residents can expect is completely different from actually delivering it - you can promise all sorts of things but if you don't deliver then there is no point as it is all just soundbites!*

*I thought council tax covered all residents on a cost sharing basis. Is it an intention to introduce "menu" type charges so we only pay for resources we use as individuals? I have to pay for many services I don't use so why should I pay for garden waste removal?*

*I have not looked to access the information, however if I did, I am sure it would be readily available and clear to understand.*

*To gain trust transparency is essential*

*This area is how the public because confident in the council.*

*You should be aiming for this as a norm anyway*

*You should be doing this as standard. Where is the vision!*

*Be accountable and take internal when you are not. Again 1,000 residents should tell you this.*

*This is a farce, we don't get rubbish/waste collected over stupid petty things, yet all the waste goes to the same place.*

*Get others to deliver services on your behalf who are specialists and customer focused.*

*The council don't reply very quickly to the e-mail provided for enquiries - would it be better to provide different addresses for relevant departments?*

*Think this should also include maximising digital opportunities so residents can do more online*

*This is needed*

*What matters is the quality of services.*

*Small "bites" of useful information could be included with regular mail shots - council tax, electoral etc.*

*I've always found the council employees most helpful, but I'm fairly articulate and well educated and not homeless.*

*Absolute waffle. Where are you having these standards of service? Online? On social Media? On the phone? Where will these standards be listed so the public know if you're achieving them? Help reduce waste demand? What does this mean? That enquiries made by the public are wasteful? Standards of service are great and staff should all work to the same standards, but what about actually getting stuff done as a higher priority?*

*Create and publish an operating model covering all of the council's activities. Create a bronze silver gold standard. Publish where you are on the grade and the plan to get to / sustain gold.*

*To date I can see your services are still not back up to speed. This needs to be addressed quickly as majority of people need to access facilities and not everyone in the town has a mobile phone or access to the internet. Open your offices.*

*Too much talking & not enough action is the worst failure with the current administration*

*Don't know how you are doing this*

*Clear information which is easily understood will save money in the long term*

*Also need to support the staff who sometimes get unfair criticism because they follow the rules, thinking around housing.*

*Essential.*

*What is being wasted currently owing to a lack of / poor promotion of standards of service? It is helpful for people to know what to expect, what services can be*

*provided and what can't be provided, how quickly and where they can channel complaints.... but avoid making an industry of setting standards! Keep to a small number of simple standards that can be measured and reported on. Not too many otherwise the process of monitoring them will become too onerous and nobody will look at them anyway!*

### **To ensure our decisions are driven by evidence and knowledge**

*IT would be nice if this was easier to find. I've read some of the council meeting minutes, but it's not really in an accessible format. It may worth seeing if there's technology available that can break this into a database format. I'm aware of a project in Taiwan where citizens volunteers to digitise and catalogue some 20,000 pages of unstructured data. But think that was a national effort not local government,*

*I was once told by one of your Corporate Directors that the CMT first decides what it wants to do and only looks for evidence to support their choices*

*Please place the wishes of residents first when it comes to decision making.*

*Surveys council meetings important to canvas opinion but at the meetings found councillors closed off to certain suggestions and criticisms. Don't make statistics fit what council wants ask what public want first see if it's viable. Need to engage younger residents and successful business owners. Regularly volunteered for panel only been sent 1 questionnaire. Open meeting debates excellent.*

*Why don't you ask the people on the street what they want to see? Take to the street don't sit round a table listen more to the people like the idea for a bus station I've heard this numerous times*

*When using feedback and customer comments to drive decision making you risk bias towards the views of the moaners, the vocal, and the connected. The council employs experts. Provided that checks are made to ensure that these experts are truly independent and expert in their field, then these people/employees/organisations should be the key driver for decision making.*

*This needs to be accepted at ALL Levels in order to make this work. Too often this breaks down because of people within the Council believing that this doesn't apply to them. Those people will need rooting out and replacing/demoting because of their actions, where encouraging those that make a difference (as any good business would do)*

*In order to do this you need sufficiently qualified staff to undertake this task so that is available to council officers and elected councillors.*

*All very well but do you actually act on the feedback given e.g. housing, development, litter, and roads? People are up in arms about all of these yet seem to be completely ignored. Especially on the housing applications it seems council members are behind most of those in some form or another.*

*All information should be made available to anyone.*



*Important providing you actually act on the information - no point in countless reports being produced that say absolutely nothing or that tell you something that you already know and the average person on the street could use their common sense to tell you.*

*Good providing you use factual and unbiased information*

*This is good. I would rather the Council uses the evidence to improve the ecology, environment & sustainability of the Tamworth area and at the moment Friends of the Earth says Tamworth should aim to have 50% of people commuting by public transport, cycling, and walking by 2030 and currently we only have 17% which is pretty poor and more needs to be done! Currently Tamworth produces 11,563 MWh renewable energy per year. The best similar local authority areas produce 70,356 MWh. Reaching this level is a minimum target to be achieved rapidly, and all local authorities should look to do much more.*

*It makes sense to talk to many sectors*

*The public need to think that their feedback is of value and after consultation they should receive an update or acknowledgement. It is too easy to ignore people and shows disregard if acknowledgement is slow or not given whether it be by phone, mail etc...*

*Again stating the obvious. It's what you are paid to do.*

*I think this is not being done, too many personal interests from council members*

*Make sure that the decision have the experience, ability and impartiality to make the right decision for Tamworth as a whole.*

*Ask the public their honest opinions instead of making the decisions by the fat cats who want to get richer*

*No point swimming against the tide.*

*If the planning of roads and other features around Tamworth are anything to go by with regard to decision making then you need to start again from scratch*

*Evidence based decision making is key.*

*Again, I have answered this in a Previous Question. However, you still don't seem to listen about many things, unless it's in the Councils Interest and not from the Customers point of view.*

*Of course well informed decision making is a priority. Why would it otherwise be?*

*Unfortunately only the interested or those who are prone to moan will give feedback. It would be interested to see what you get from street surveys or house to house surveys. If this is affordable.*

*Just do it. Evidence is fine and you must get a staggering amount of feedback, but seriously stats and facts and evidence is only useful if you actually act on it and*

*make changes. Don't prioritise getting more evidence, feedback and data, act on what you already have!*

*Very very important! As I said for a different answer, don't follow the BID route because place management specialists tell you to. It really got my goat that at an early business owners engagement session there were so many people from out of the town telling us Lichfield BID does x, Birmingham does y, Chamber does z you must do the same. No, let's strike our own path, find our own way, and make our own choice of solutions that are best for our town. Create a town centre business owners group which does not have their voice diluted by people from miles out of town - why is buzzard valley and the people from Appleby Magna and Polesworth involved with the town centre? Why are landlords of flats involved just because they are a 'business owner'? It stifles voices, stifles debate - and steamrollers us in the wrong directions. .*

*Not to do this would reckless, surely?*

*Again, too much red tape & not enough proactive action,*

*We have been approached in the past to gain intelligence from harder to reach groups, we will happily continue to support with this.*

*Information and knowledge about the local community is key to knowing what services/organisations are needed in the locality.*

*Essential.*

*Evidence is key to good decision making*

## **Comments on planned level of spending**

*Money is always an issue. Leisure, heritage and arts is always a difficult one to get right. Should it be charged to the users of the service, or should it be made free so more people benefit. The answer is somewhere in the middle - where possibly residents get a discount, whereas outside visitors pay full price. With concessions for those on low incomes and benefits. Those that can pay, do, and those who haven't contributed through their council tax pay more. I'd love to see matched funding made possible to local charities working to tackle local issues, where if people are willing to donate, either in cash or in time, the council can contribute more. This would be a stronger call to volunteers to give their time. Hours donated could be matched by financial support, either from local funds, or national funds but with backing from the council. Any chance for the council to raise additional revenue from commercial activities should be investigated, and worked on with partners.*

*You'll do whatever you please, like it or not*

*Can we have a police force back please?*

*Council should constantly refer to local business and support local where possible by saving money wherever it can are you using local business for all services? How much of council spend on facilities at Marmion House for example is kept in Tamworth? Must tackle private landlords. Must not shy away from criticism. Please continue to canvas opinions do much more of this. There are so many young dynamic business owners and residents talk to them, it's not just about parking charges everyone seems to be obsessed with!!*

*This comment is more or less the same as the question above, I would love Tamworth to prosper, and I'm sorry to say it would take an awful lot of money.*

*Now is not a time for cutbacks. Your focus should be on increasing sources of income so that spending can be increased.*

*Don't feel any monies should be reduced at this time*

*It will be very difficult for the council budget to fulfil its commitments without there being an increase through the various ways revenue is obtained*

*More use of the Castle Grounds for Special Events and Seasonal Markets can also bring more revenue to the Town. This is often overlooked. The Car Park on Lower Gungate should come back to the Council and Not the NCP. Buildings that are closed (The Old Electricity Showrooms / Silk Kite) need to be reopened with something like a Chinese Buffet Restaurant, which the town is desperate to have. Regenerating the Town Centre must remain a priority and making use of the facilities on a daily basis a must. We have the 'Marquee' by the Church, which has never seen its full potential used, as too with the Band Stand, the Castle, Library, Youth Centres and most parks*

*Don't burden the tax payer with additional costs. There is already a problem with finances for people with children.*

*The planned level of spending is no longer appropriate. The new normal must change very rapidly as facts result in different requirements almost on a daily basis.*

*Mental health and support for the elderly needs to be a priority. Less reliance on privatising services and using local support leaders to guide decision making could help.*

*You need to ensure you are getting value for money and not wasting it. I have a household budget that I have to adhere to and this should be no different. People are losing their jobs; those lucky enough to be in work are not getting pay rises so I do not think that council tax should increase for the next financial year as it will place even more of a burden on every household. My council tax bill goes up significantly every year and is my biggest household expense - I spend less on food!! However, I do not see any improvements in services being made. I would be very much against a rise and think both TBC and SCC should keep the level the same (although I know that TBC does not get the full amount). All councils should consider carefully the money they are spending and whether it is absolutely necessary.*

*Spend less on flowers*

*I'm not qualified and it's impossible to comment only seeing a few random figures*

*Times will be tough, I don't envy the decisions you may be forced to make.*

*Can you spend less on Councillors? Not sure why we need 30 of them!?*

*The town's MP buys a home in London and receives an allowance for living there. He buys at a favourable interest rate and refurbishes at our expense. At the same time his property goes up in value. When he votes out he walks away with profit from the sale and a large pension pot. TBC should buy 1 house in London for our MP to use year after year. We receive the benefit of the house value going up and regular monthly rental from the Government. All refurbishment work should be carried out by Tamworth contractors. When the House of Commons is closed the house can be used to host disadvantaged people's visits to London.*

*Get rid of the overpaid useless councillors and get some real people in there who aren't there to line their own pockets.*

*The council should look at reducing the amount of managers or executives to save money not reduce frontline staff*

*Keep within budget, try to secure more value for money*

*More bike paths (or existing bike paths clearly marked) would be helpful.*

*I think that radical cuts should be made in line with support from local residents. Inform every household you are going to take drastic and severe cuts, sensible people will accept (except of course our narrow minded councillors) and the most vulnerable can be shadowed and concentrated on, these are difficult times and need difficult decisions i.e. lockdowns, shut pubs restaurants, advise major shops to limit sales of essentials! This should prevent panic. Introduce some local by-laws to*

*control the small element of society who don't care about anybody. Encourage local schools to stop stalling and get on with our kids' education*

*More Toilets, Bins and Seating need to be in the Town. Opening the Peel Hospital as a 24 Hour A&E should also be made a Priority. Having Extra Market Days (we are after all a Market Town)*

*Would like to have seen more specific information about any savings proposed to comment on.*

*It is difficult to see how your level of spending could be improved.*

*I don't envy anyone having to make spending decisions related to public services. However Austerity is still having considerable impact on the poorest and I would urge a little reckless investment. There is no better way than putting people first if we expect them to put something back into their communities. Spending isn't always reckless.*

*The only fair route to me is to increase council tax as at least that is spread across the residents generally equally.*

*All good*

*I am disgusted to see that you're planning to spend £934,000 to 'improve access to information/customer services'. You're planning on spending nearly a million pounds to improve... what?? Update the website? That should cost a few thousand. £7000-£8000 at most. Improve social media, well you post the same thing over and over again, so employ someone to sort this out = £16,000 pa. Employ someone else to create an auto bot or develop standard automated responses to emails. What the heck are you spending the rest on??*

*Make Tamworth a destination for all.*

*All I would say is please, please, please, spend the money in the right places, not on vanity projects that we have seen in the past.*

*You are getting so much extra from the new developments, the community needs to see this being used, not invested outside Tamworth, Tamworth used to own so much, which they have sold off & invested the money outside Tamworth, so here books look good but you have lost your income. Build & invest in Tamworth & start getting an income again from the community,*

*I wouldn't like the job of balancing this budget but maybe thought could be given to ideas from the voluntary sector around recycling and re use of unwanted furniture i.e. the way it is done in North Warwickshire.*

*Residents who are housed and bringing in their own income are happier and more content. They in turn will support activities in their community. Their home/family life is improved and children living in these homes will only benefit both emotionally and socially.*

*The problem is the size of the pot: can the townsfolk afford a rise in local taxation? How much is central government going increase/decrease local government grants for supplying legally required services? A planning and accountancy headache.*

*Can the council consider initiatives to reduce packaging so that (eventually) the amount of refuse to be collected reduces?*

*I'd like more spending on vulnerable people even if that means an increase in Council tax. Our work highlights how needy some families are, often this need is hidden. We know of families who cannot afford even the basics such as loo rolls, nappies and shampoo*

*I think the voluntary sector needs additional support in order to continue to provide support to vulnerable individuals*

## **Comments on savings and charges**

*Staff and councillor costs.*

*I think dropping car parking charges and passing on to commercial property rates should be given as an option to business owners. Would there be increased footfall and sales? Maybe try it for a year to get actual data! Also look to make more revenue from the public spaces and building by inviting companies to tender new ideas on how to use them. The recent outdoor cinema looked like a success - but I hadn't seen it advertised.*

*We don't need 30 Councillors who grew residents view for and wouldn't recognize. We don't need the bloated Corporate Management Team with all their Deputies and Assistants. We don't need Marmion House*

*Don't use bin bags for dog bins or small litter bins. Just have a facility to empty the bin straight into a suitable receptacle. Introduce fines for parking on pavements*

*Work from Smaller premises, or home where possible.*

*I think the council is too heavily focused on the Britain in bloom. Residents want areas to be well kept and nice but digging up and disposing of annuals that are still in flower is such a waste. How about getting some perennial shrubs that could be kept tidy and trimmed back instead of keep replacing everything. I'm not sure many residents care about the Britain in bloom contest but it seems to be a major focus of the council when there are things that could really do with a cash injection such as youth/teen services*

*Councillor's salaries. Grants to charitable organisations.*

*Council management salaries*

*Car parking needs to be relevant e.g. Passes subsidised for regular elderly shoppers but can charge more for station workers will /can pay more, buy back property commercial landlords making a profit and so many empty buildings making no money for town. Market is a waste more street vendors bringing more interest in,*

*hospitality brings in money. Business charities should be employed not just given grants- use local! Recycling what do we pay for constantly not taken away take it sort it you will in the end anyway!! Waste of time! Do not waste money How much is spent on unnecessary staff and admin at Marmion House?*

*Use less contractors employ local people in full time work and manage them properly get control of good workmanship not half a job that has to be done many times over costing us pots of money*

*Housing developments can be approved "subject to a contribution to infrastructure requirements". Get more from developers!*

*Back room staff. Britain in bloom. I like a nice flower but the amount spent and the value is very low.*

*Street Wardens, they never seem to do their jobs anyway. Drop the price of Parking and reduce the amount of Traffic Wardens. Look at the amount of staff that are used and does their role really matter (Especially the amount of Managers or Heads of Department) can they be merged to be more effective??*

*Yes employ people yourself who can work to a high trained standard instead of contracting work out to people who clearly don't have the qualifications to do the job (roads/maintenance/gardening)*

*As stated get rid of 33% of all the councillors. You may as well have two doing nothing as 3*

*Reduce the amount of managers / paid officials at the council...most other company have reduced management numbers to save money this is never suggested on your lists of where the council can save money*

*Cap Councillors expenses, reducing waste in each department. Reduce the use of private consultation services.*

*I am sure there are many - don't waste money on unnecessary consultants!  
Consider closing down Marmion House and having smaller premises if more of your staff are working from home or do not require a base.*

*Probably not changing the flower beds in the castle grounds so often?*

*Yes, I am sure that there are not many areas where the council gets value for money. E.g. how much of recycled waste actually gets recycled?*

*None identified,*

*Tamworth in Bloom could be wound right back. You could charge for the St Georges day and the Fireworks £1 for residents £3 for non-residents or on the door.*

*Start charging the parking in Ventura, leave more wild plants and flowers, and stop mowing so much especially when the weather is dry and the grass is yellow (or buy a sheep to do the work: it's ecological, children will be happy to pay it a visit, it makes less noise than a lawnmower, and you can move it around Tamworth when there is a new area in need of mowing)*

*Councillors - we don't need 30 of them.*

*Stop changing the flowers at the castle every few weeks! Stop overpaying people that don't do anything. Get more cost effective suppliers that aren't bank handers to friends*

*Find out which residents are happy to be contacted by email/telephone only and therefore not by post. Reduce duplications*

*Cutting back on some of the minor floral displays. The boxes along Tame Drive for example. I often see these have either been pillaged for the flowers they contained or just plants pulled out or strewn around for the sake of it.*

*Reduce the number of employees. Increase the standard working hours to 40/48. Reduce holidays to 25 days plus Bank Holidays. Reduce pension contributions. Reduce all expenses. Close down needless office space. Walk the talk*

*Always about charging the public more money, so you can pay the fat cats a bigger chunk, put the money back into the town and the public*

*Reduce the management areas of the council*

*Commissioning services, shared services, more efficiency and value for money. I am not sure why somewhere the size of Tamworth has to have a separate council. In fact could the whole of Staffordshire become unitary?*

*I am no financial expert - but some way of charging less for car parking and commercial property in the town centre would perhaps help in its regeneration.*

*By checking on the current service you are paying for. I.e. bins have been removed from the two gates/ park farm area therefore encouraging people to litter. Extra money spent on littering and did you know they had been removed? Are people claiming the same hours for emptying bins?*

*Look at different department to see if savings can be made. Expenses?*

*Difficult to suggest without more specific information. Use of technology should achieve some administration costs.*

*Greater penalty charges for anti-social behaviour could be an option. And on the spot speeding fines on the highways and ring road around Tamworth.*

*Putting the council building and library into one building, adding services that will attract people and make some money,*

*Take an honest and candid review of staff and members' structures and costs.*

*Get rid of the large council offices. If you spend money on consultancy fees think very carefully how you could use the skill of your own work force.*

*Look at all activity, ask is it duplicated. If it is, drop it. Tackling ASB - it's the police's job. Put pressure on the commissioner to do what they should be doing. Housing advice - there's hundreds of charities doing this. Signpost people to them. There must be lots more examples.*



*There are a lot of empty offices and shops in the town... reduce the rents to make them more attractive to new enterprise.*

*proactively encourage new business to make use of empty premises if they are owned or not owned by the council, occupied buildings means income to the town, rent( if owned by the council) rates, associated productivity & spending in the community*

*No need for a partnerships post or non-essential roles ASB is really low so no need for any other input*

## **Comments on the ongoing restrictions in the use of Marmion House**

*It should be reopen.*

*If services are accessible by phone or email then I think maintaining social distancing is still important given the recent jump in cases.*

*Shame on you for pushing the agenda to get the town open and working again while failing to do so yourselves. Marmion House has so many floors empty and vacant that TBC simply doesn't need it and can't afford it. If townspeople can't access the building and meet your staff freely, and as you're unlikely to meet us face to face after Covid, you should get out of the building*

*It has been proven staff can work from home. Sell Marmion House and relocate to small premises and provide essential front line staff from there*

*The restrictions are extremely inconvenient, and you should be able to put in place safeguards to ensure you can have a physical presence in Marmion House*

*As long as efficiency is maintained, that is ok but I do not believe that is the case*

*Marmion house large building to run is it full all the time? Can other rooms be rented to other business /charities if working from home decreased amount of space needed?*

*Personally don't use it so it doesn't affect me*

*Unaware of any restrictions, other than COVID*

*I'm not affected by the restrictions. I've never, in 25 years as a Tamworth resident, been in Marmion House. That said, working from home, as part of the new norm, should only be as a drive towards improved work life balance for employees. It should not be seen as an opportunity for cost cutting. Restricting the use of Marmion House should not, in any way, limit the access to services for residents and businesses that prefer or need face to face communication.*

*Unable to comment as have not had cause to look into this*

*I think that access to Marmion House and the opportunity to communicate with staff in person is vital. Those who lack confidence with digital forms of communication and those who may be in distress because of personal issues need to talk through their issues and problems face to face and experience the empathy and reassurance that only live interaction can offer.*

*I have never had a need to go into Marmion house and the only time I have been in is to see my mum who used to work on the front desk! I believe most services can be accessed on line and think the space should be used for business or services such as the police.*

*If the same service can be achieved by staff working from home then perhaps Marmion House can be used differently*

*Having a limited team on the front desk is better than No Team at all. Often this is the first port of call for problems that are noticed for the town. Pointing some people in the right direction for other amenities they may need to access for some people is imperative to help their needs, otherwise it might have an adverse effect on their Mental Health, which is something that many people could do without.*

*At the moment it is almost impossible to report anything to any individual department vandalism, fly tipping anti-social behaviour etc.*

*I think you should let as many people as want to, to work from home for as long as they want. Thus saving on office space and money.*

*You should do what the scientists say.*

*Don't use it so doesn't bother me at all.*

*Sell it off and do it all online!*

*I haven't had to use or contact Marmion House*

*Working from home should be examined as a priority Changes to Marmion House may result in savings.*

*Many people need the face to face contact when possible*

*Need a focal point ASAP. Not everyone has internet competency or ability.*

*I don't think I have actually set foot in there for at least 10 years, probably more. If you are not actually using the building and more staff are working from home can you not move to smaller premises to save money? Whilst I assume that some residents will want or need to visit in person, most people access information online or through social media so you don't really need a fancy big office.*

*As most things can be done online now, I personally haven't been affected by the restriction in the use of Marmion House.*

*Yes, everybody needs to be kept safe and it can make no difference to the levels of service we usually enjoy.*

*No comment*

*The whole world has changed and most people from various backgrounds and demographics have figured out the ways of communicating digitally via phone, laptops and tablets. Also more working from home reduces expenses costs and cuts down CO2 emissions from heating and lighting Marmion House as well as Transport CO2*

*If people can work away from the office in a way that is both productive and helpful to them I think it's a good idea. Cuts down transport (pollution), people's time travelling around. I can also see that some people would rather get into the office. If you can get to a point where there is space availability could that space not be used by volunteers e.g., CAB, Samaritans, Tamworth tourist centre so create a type of public hub????? It could go towards helping charities etc.*

*Restrictions are understandable. The main thing is making sure everyone understands how to access help if they need it.*

*There is probably an under spend against each area but the effect of Covid 19 may not put you in a position to make changes. All areas require funding. We are living through a challenging and changing time when we need to seriously look at change towards creating a better society and community for future generations which will affect working practices.*

*Never needed to go into Marmion House so not noticed. (Not sure why it's so huge??) Prefer to use online chat anyway.*

*I want 24/7 access when I need it. An office block is not important. Save costs by working from home, be available for longer hours.*

*People working at Marmion House should be able to work from home when not required to be in the office, for example to take turn receiving visitors in reception.*

*I rarely visit Marmion House so cannot comment on this.*

*Can't speak to everyone it all done by portal so no interaction at all just away of ignoring paying customers speak to reception who are rude when I told them a tree may fall in my garden and kill one of my kids was I then to put that on the portal if it happens rather than talk to someone she said yes*

*Never visit.*

*If it saves money and keeps people safe it should continue, as long as standards do not fall.*

*Who has determined that the council has done well? Please publish what you have done per department over the cold autumn and winter Marmion House should be open to rough sleepers*

*The current climate has proved in many ways that services can be delivered without the infrastructure of large buildings being manned constantly. Working from home could ensure better work life balance for many people. Plus cut the cost of keeping large buildings opened.*

*Pointless commenting on this survey as the council do what they please regardless of what the public want. Parks, open spaces & street cleaning, this is a joke seriously!!*

*Council should consider sub-letting part of the building and selling more old buildings*

*Where appropriate home working seems to be effective and could reduce the space required by the Council to be efficient. Letting more office space to local business will provide income while reducing overheads.*

*If there are people who can work from home and be as or if not more productive then why do you need Marion house?*

*Close it, mainly work from home. It's an expensive eyesore and looks so old fashioned. Save the money and put it towards digital and shared services.*

*Unfortunately the more vulnerable do not always have access to modern technology and are not good at using the telephone, therefore some form of face to face assistance is necessary.*

*The situation is only there to help everyone and no other alternative is foreseeable until the problems are resolved.*

*Covid 19, will continue to impact for many months more, we must all accept whatever measures the council put in place to protect its citizens*

*Marmion House needs to reopen again with screens in place as they have done in Supermarkets. This can then encourage people to start using the Customer Services again. I often call in to bring information and potential hazards to the attention of the Council or County.*

*Continue with restrictions to keep staff & community safe*

*I try never to go to Marmion house before all this as find staff unhelpful & tend to look down their nose at you.*

*I don't need to access Marmion House but recognise some people will do. Online, telephone access is good for me.*

*It is difficult to see how central Government and Local Government can respond in any other way than to constantly follow the movement of the Covid-19 virus from bad to worse or otherwise. Governments have to be completely flexible and it is not helpful for opposition political parties to carp and criticise unless of course they can come up with workable sound alternatives .A World War 11 mentality should dominate.*

*With the restrictions and less use of the building, could you look at sub-letting offices, space or add other things into it, library add in there, cutting the cost of the library, adding in a social area, with elderly, parent groups*

*Income could be generated by selling or renting space*

*Generally speaking I would think that most people rarely contact the Council regarding its services. However, when they do there should be readily available means of contacting and communicating with Council officials and members - including, as necessary, face to face contact.*

*Whilst most interactions can be via phone or email, there will always be a need /wish for face to face app, particularly for sensitive issues.*

*Do we need Marmion House? Would make great apartments" sure you could save a lot by moving into the town centre building. Old Electric show room? Magistrates court, Police station or one of the large shops. An enquiry desk might be possible by appoint only system. People could put in a card or make a phone appointment if they need help with forms etc., especially those who don't have a computer*

*Not used much. But think sets bad example that you are trying to show town/business are open...yet the Council building is not....perhaps the Council should "lead by example!"*

*To be encouraged to return to work, help boost the economy*

*As long as we can get the information we need in a timely fashion, we don't care how or where it is delivered from*

*There was a golden opportunity to keep a police station in the town centre - how can all of the personnel from the old station fit in the fire station? They should have moved into Marmion House. We've lost that now and lost the focus on policing. Work with other public bodies to fill up Marmion House by sharing space - bringing in income for the council. Use Marmion House space as a one stop shop for people. If you're funding a group to work in a property in the town, such as the mental health house that was by the castle, then get them into Marmion where you don't need to fund the building. If they choose not to, they lose funding.*

*I understand the need to keep staff safe, but your offices should be back open by now and you should have already put screens and sanitation areas in place to allow access into what is in effect, a public building*

*Staff flexibility is required by all staff & companies to cope with any business requirements, cutting red tape & bullshit is needed*

*Employees need interaction with their colleagues to ensure that the correct interpretation is being put on their messages it is too easy to miss the intention of meaning in written communication especially texts and e-mails*

*People not buildings provide good services.*

*think this pandemic illustrates that fixed assets and building are not required in this digital age. And whilst people have been re deployed into other roles to support the pandemic....what's happening about their substantive posts. Obviously not needed. I think the local authority should look at this seriously as a possible saving and redistribute funding into community resources or grants*

*There will always be those who cannot access digital services, so some minimum face to face time and personnel should be available for local government advice and payment services - perhaps delivered by the volunteer sector.*

*No views as not affected by this*

*I'm not aware of the reasons why Marmion House is closed. Other staff are back at workplaces with appropriate Distancing and Other preventive measures, can't the Council do the same?*

## **Comments on how the Council can capitalise on the positives in the voluntary sector response to the pandemic**

*Potentially, but it should be separate from the council and run by different people.*

*I think the council must consider producing a residents magazine every quarter or so. I work with many councils up and down the country and many do this as a way of communication to all business and residents. They use door to door delivery and availability in Supermarkets in their boroughs to ensure all residents and business get a copy. These are normally self-funding via advertising in the magazine so does not impact on existing budgets. A great way of communication with the residents of Tamworth as not all have access to the internet nor go looking for information on changes, events, useful telephone numbers etc. etc. I have copies of other similar community magazines if you would like a copy.*

*I think voluntary sector is key. I've seen the work the CiC has done through the pandemic and would love to see more projects. When I've got a bit more time I'd like to start some activities myself. Having free labour, is a bonus but the council can help with providing capital grants and advice, and maybe a good governance handbook for how to run finances - an common issue in voluntary orgs.*

*Yes, definitely. You've allowed the voluntary sector to wither and die during Austerity. It's time to revive and rebuild it*

*Of course they should always be looking at innovation*

*The way to improve the investment in our communities is going to be more money, not sure where the extra monies would come from, cut expenditures from other organisations.*

*The council should encourage and facilitate voluntary work by individuals and by groups. But it should not look to the voluntary sector to undertake tasks that are the responsibility (whether legally or through custom and practice) of the council.*

*Yes the council should consider what effect the pandemic has had in how its services have been delivered and if it feels any current ways are better then it should change to continue working that way*

*I think the Council and the voluntary sector should work hand in hand to deliver services to our vulnerable residents, who need comfort, practical help and the sense of someone knowledgeable working alongside them. The vulnerable need to feel cherished and important members of society.*

*It has been individual communities more than the council that has made the difference in the pandemic but if the council can further help it has to be a good thing*

*Voluntary Services are important and very necessary, investing with these services can be more rewarding, but Training is also important to make them work effectively. Drop in Centres might also be a good way forward and in prominent places (such as Ankerside and local Community Centres), but it is Very Important that they are Advertised to make them work effectively.*

Yes!

*The voluntary sector are usually closest to those in need of services and therefore can react quicker than a local authority.*

*Face to face and human comment is so important*

*The council should grab the offer of the voluntary services. Help and develop there in site and knowledge to the problems they care about.*

*You could involve more people in the decision making process across a wider spectrum of society to get new ideas.*

Yes

*It is impossible to see the outcome of the pandemic but the need for fundamental change is obvious. Elected members should be consulting citizens to decide what services can be provided within council budgets.*

*Supporting local help groups, food banks etc. should be a priority. We need to get back to the "community spirit" that was so great when I first moved here many years ago.*

*I'm not sure what TBC has actually done through the pandemic as I have not seen anything that says they are helping with communities etc. - I think any assistance provided through the pandemic has been done by volunteers working together.*

*Yes, vulnerable people should always get help and support.*

*All neighbourhoods should have a community house run by volunteers for all ages so we could meet. It could be a place with a "repair cafe" to share knowledge about repairing objects from your house or a bike, a place where teenagers could spend time with their friends or find a small job to help the community and be more involved in it, a place with an objects library where you can give tools you don't use and others can borrow them.*

*Absolutely, I think for things to improve with the environment meaning both pollution etc. and anti-social behaviour it all starts at grass roots. If you can build a better society then people will care more about each other and the environment too.*

*Yes. The council cannot do everything and community organisations are a key part of service delivery and often have better access to harder to reach communities.*

*Ways should be found to encourage and strengthen community involvement. Residents Associations in the past played a positive role but all community groups need an authoritative figure or liaison officer.*

*In an ideal world, yes but at the present time money needs to be channelled into education, health and environment.*

*Yes. But the tax payer isn't there to subsidise too many do gooders!!*

*Absolutely. And so well put*



*Definitely.*

*Use all of your own employees first. People that earn money should give back the most first. Volunteers should be rewarded for their time and kindness including free car parking and reduced council taxes.*

*The voluntary services will need as much help as possible going forward. By continuing to invest in these organisations the council will indeed show their compassion and support.*

*I use to volunteer, but not anymore, as the big wigs, sit there and expect the work to be done by volunteers for free, whilst they get a nice fat pay check.*

*The voluntary sector is invaluable and quietly gets on with its role in the main effectively. This in turn gives many people a purpose in life while helping others a kind of occupational therapy.*

*The voluntary sector do a great job because they are volunteers the council should leave alone*

*Yes, homeless and older isolated residents.*

*The Council need to continue to consider new ways to invest in communities to capitalise on the positives in the voluntary sector response - it has been vital over the past few months.*

*As an elderly resident I have never been made aware of any help which may be available to me!*

*The local communities will continue to be supported by neighbours and volunteers, the council must not use this crisis as an opportunity to implement draconian measures or practices i.e. cycle lanes and restrictions to traffic that will impact our economy*

*Throughout the pandemic so far, I know I and a number of other people that I know have been helping neighbours and vulnerable people that we know. This isn't the norm', but it is being done by a lot of people, bring the better side of people to the front. What we don't want is to see more Suicides and Mental Health issues getting worse, which is doing at the moment (which is why this pandemic needs to come to an end more quickly) The lack of Police and Street Wardens in the town has been unbelievable and very poor, yet putting a parking ticket on a car has been on the rise. It seems to me that money is the key and the people that live in Tamworth are just numbers and not cared about. If what you're saying are priorities is right, things must and need to change quickly.*

*Yes I think community involvement improves relationship with council & you know what's important in the area.*

*There is insufficient support for people in the community who are 80 plus have limited mobility no major health issues and have no transport and no local relatives. They appear to fall through the support network.*

*Agree need to build upon the work with local community groups to sustain this into the future.*

*Any new ideas that are sustainable within financial limitations should be thoroughly investigated.*

*That would be a great idea capitalising on skills and knowledge of volunteers*

*Optimise the use of existing resources in this area.*

*Help the voluntary sector to access funding streams then allow them to operate as they see fit, within agreed parameters.*

*New ways to invest and work are always welcome but not at the cost of a public face of the council. We are not robots yet!*

*I don't really know what you have done to support these individual acts of kindness, if you say your financial support is limited I guess all you can offer is a pat on the back? Most of these projects have been self-funded to my knowledge.*

*It shouldn't be giving for giving's sake, it needs to be sustainable and create a real difference.*

*It's been a difficult time for sure. We have all had to adapt and go forward with new business plans, and different regimes to keep both our staff and customers safe. We have never closed... We have been through it all wondering if any will survive, or if we will have a job left after this all dies away. One thing that I do see, is that the business's that have closed, are now struggling to reopen. I predict we will lose 50% of these.*

*Again, cutting red tape & assisting the communities support without duplication or barriers,*

*I do believe the council should invest in local community voluntary organisations and work closely with these agencies and develop stronger partnerships with what is already on offer.*

*More investment is definitely required as the voluntary sector play a vital role in delivering services that have been axed due to financial cuts*

*The voluntary sector can support residents to live a healthy, financially stable and happy life not only by the direct support they provide but also by offering volunteering opportunities. Volunteering supports people to build confidence and skills and strengthen local communities. There is more opportunities for councils to learn through voluntary support as it acts as an impartial party.*

*Tamworth is actually a very caring and supportive place. Just look at all the volunteers who helped at the homeless shelter during the winter, the generosity of people during (last years) Carnival and the foodbanks and distribution of food during lockdown.*

*I think the positives and new approach should be continued as I believe as a whole the town has reached more vulnerable people during this time.*

*Yes I would agree that the council should continue to consider new ways to invest and capitalise on the positives in the voluntary sector.*

*I think aspects of the council should be disbanded as not of value, partnerships for example should be the private and voluntary sector business*

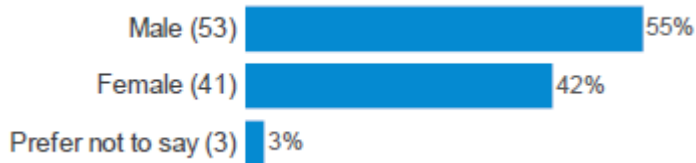
*As a voluntary provider of activities, together with other similar groups, our need is for a Covid-19 free or cheap clean space to meet in. We have been told that we are unlikely to get back into our free community room provided by the Staffordshire Fire Service until 2021. In the meantime we have set up Zoom activities (supported financially by the Covid-19 Emergency Fund). These have drawn in a majority of our previous group users, mainly Tamworth based, but we have picked up a small number from across the area and further afield. These have been isolating individuals who had a pressing need to meet up with others to keep them from further mental stress, and found us over the internet. This last group has become smaller as the participants have returned to their work or studies. Unfortunately, being on Zoom has been, and still is, a barrier to several long-term regulars who don't feel able to cope with the technical aspects of going online & have declined to join.*

*Definitely yes*

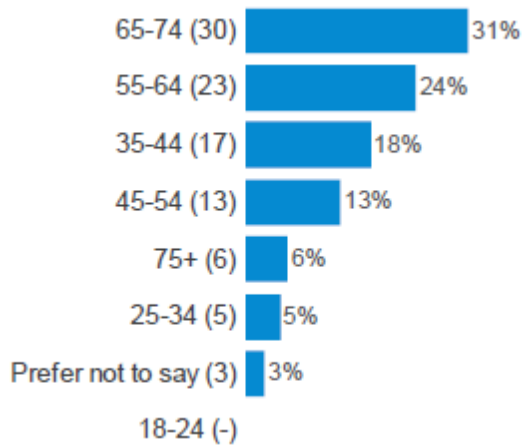
*Yes, I do feel the Council should capitalise on the considerable goodwill which has been created during the pandemic. Maybe by consulting with individuals/ organisations who have helped during the pandemic.*

## Profile of respondents to the Residents Survey

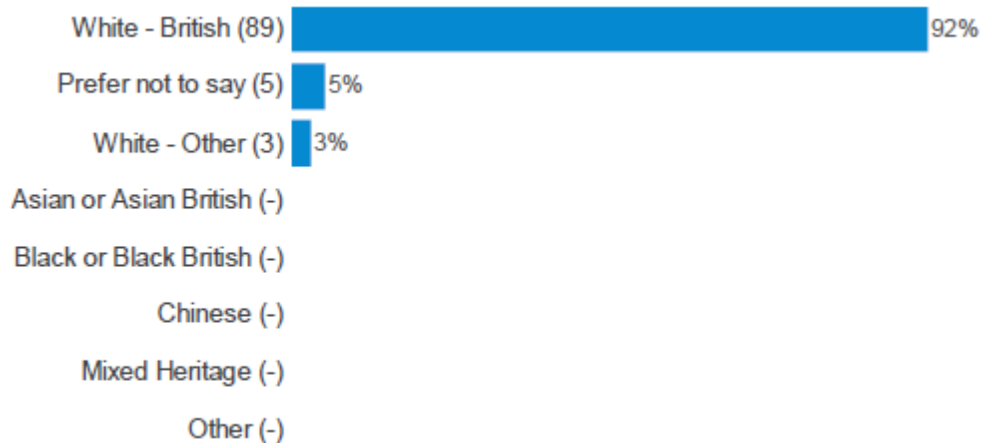
### Gender



### Age



### Ethnicity



### Disability

