

**Tamworth Borough Council  
Neighbourhood Services (Draft)**

**Annual Report to Tenants**

**2019 – 2020**

*(Different design to last year please)*

Tenant Approved Stamp

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If you require this information in another format or language,  
please call 01827 709709 or email: [enquiries@tamworth.gov.uk](mailto:enquiries@tamworth.gov.uk)

## **Welcome to your Annual Report**

Welcome to the 2019-2020 Annual Report for Tenants and Leaseholders. This report is designed to show how we are performing and what we have achieved over the last 12 months.

We would like to acknowledge the valuable contribution made by tenants to all of our work and encourage you not to just read this report, but take part in improving services in the future.

We continue to send out the Annual Report by email. However, the report is also available to download via the website. As ever, we welcome any feedback you have on the report and its contents, so please do get in touch if you would like to.

If you find yourself interested and would like to get involved or simply require further information please contact the Tenant Regulatory & Involvement Team on 01827 709709 or email [tenantparticipation@tamworth.gov.uk](mailto:tenantparticipation@tamworth.gov.uk)

## Who We Are



**Total number of properties: 4260**

Row Labels	Count of Property ID
Amington	384
Belgrave	294
Bolehall	347
Borough Road	39
Coton Green	65
Dosthill	79
Fazeley	111
Gillway	218
Glasgote	576
Hockley	150
Kettlebrook	207
Leyfields	452
Stonydelph	708
The Leys	57
Town Centre	397
Two Gates	21
Wilnecote	155
<b>Grand Total</b>	<b>4260</b>

## Type of properties available to tenants

Property Type	0 Bed	1 Bed	2 Bed	3 Bed	4+ Bed	Total
BEDSIT	1					1
BUNGALOW		203	32			235
FLAT/MAISONETTE		677	521	20		1218
HOUSE			532	1756	153	2441
SHELTERED		324	38	3		365
<b>Total</b>	<b>1</b>	<b>1205</b>	<b>1123</b>	<b>1779</b>	<b>153</b>	<b>4260</b>

## **A Year in Pictures 2019/20**

- Operation Disrupt x 2
- Magnolia Plant a Pot x 3
- Bright crescent Plant a Pot x 2
- Eringden Garden Project x1
- Supported Housing Garden Project x1
- Supported Housing event x 1
- New Build property inspection x 2

## Tenant Involvement and Empowerment

This section looks at how we communicate and involve our tenants and how well we know and respond to tenants needs.

If you find yourself interested and would like to get involved or simply require further information please contact the Tenant Regulatory & Involvement Team on 01827 709709 or email [tenantparticipation@tamworth.gov.uk](mailto:tenantparticipation@tamworth.gov.uk).

<p><b>There are various ways for customers to get involved</b></p>	<p>More have <b>than 40 involvement activities</b> have been arranged, ranging from postal surveys, estate - based activities and consultation events</p>	<p><b>Analysed</b> more than <b>600</b> surveys from customers</p> <p>Piloted customer surveys/ feedback forms online to reduce carbon footprint</p>	<p><b>New Tenant Inspectors trained</b> to undertake communal cleaning audits and estate inspections as part of an annual programme</p>
<p><b>50</b> tenant-led communal cleaning audits carried out across the borough</p>	<p>Annual programme of <b>Estate Inspections</b> completed, <b>6</b> in total</p>	<p><b>479</b> Tenants registered on the <b>Database of Involvement -</b></p>	<p><b>Engagement activities –</b></p> <p>Plant a Pot events</p> <p>High Rise Sprinkler Installation</p> <p>Police Community Engagement Day</p>
<p><b>Tenants Consulted</b> on the new Allocations policy to be rolled out during 2020/2021</p>	<p>New Build <b>property inspections</b> carried out by Tenant Inspectors</p>	<p><b>Consulted</b> with the Council on the appointment of the new repairs contractor</p> <p>Reviewed applications/ Attended interviews</p>	<p><b>Estate Based Events –</b></p> <p>Eringden garden project</p> <p>Supported Housing garden event</p> <p>High rise gardening and tidy up</p>

- “The cleaner is very friendly with people and you can always tell when she has done the cleaning, smells lovely and clean” - Strode House Resident (**speech bubble**)
- “I would like to say that the cleaner who cleans my block is very friendly and helpful, always cheerful. I can’ t think of any improvement to be made to my block” – Harcourt House Resident (**speech bubble**)

- “The cleaner for Peel House does a good job. Always happy to help and keeps the block clean at all times – Peel House Resident (speech bubble)

## Involvement Opportunities for 2020/2021

<p><b>Tenant Inspector Communal Cleaning Audits</b></p> <p>Tenant inspectors monitor the quality of service delivery against defined standards and undertake on-site inspections</p>	<p><b>Estate Inspection programme</b></p> <p>To help ensure estates are kept clean and in good condition, regular inspections are carried out by neighbourhood services and tenants.</p>	<p><b>Tenant Consultative Group</b></p> <p>This group discusses a range of issues and is involved in the decision making process to improve neighbourhood services for all. This group is consulted on all tenant related policies, practices and procedures and current issues affecting Tamworth Borough Council and its tenants.</p>	<p><b>Complaints Review Panel</b></p> <p>The Panel reviews anonymised information relating to the Tell Us Policy. The Panel looks for key trends and emerging common themes and will make recommendations for service improvements.</p>
<p><b>ASB Service Improvement Group</b></p> <p>This is a forum that looks at the delivery of service improvements, considers and discusses best practice, self-assesses neighbourhood service ASB for compliance against national standards and establishes and monitors action plans and key</p>	<p><b>Tenants Voice Editorial Panel</b></p> <p>Is a working group who review publications produced by Neighbourhood Services. These include Tamworth Matters (tenant’s newsletter), Annual Report to tenants, information leaflets, surveys, standard letters and any document intended for tenants.</p> <p>Any document showing the ‘Tenant Approved’ stamp has been reviewed by the Editorial Panel to ensure the content and design meet their high</p>	<p><b>Tenant Involvement Group</b></p> <p>Oversees the implementation of actions and performance targets set out in the Tenant Involvement Strategy action plan. In addition to this, the group closely monitors all customer intelligence and performance.</p>	<p><b>Surveys/ Questionnaires/ Focus Groups/ Consultation Drop in sessions</b></p> <p>This provides customers with an opportunity to give their views and opinions on the services they receive.</p>

performance data.	standards, is clear, helpful and in plain language.		
<p><b>Seniors United</b></p> <p>This is a forum for sheltered housing tenants to get together, share ideas and experiences and discuss issues relevant to their needs with the support of their Independent Living Manager and Tenant Regulatory &amp; Involvement Team.</p>	<p><b>Neighbourhood Improvement Programme</b></p> <p>This initiative gives tenants the opportunity to make recommendations to improve the environment in their local area, subject to budget availability.</p>	<p><b>Police Community Engagement Days</b></p> <p>Engagement days address local area issues through community contact, address-parking issues and abandoned properties and give residents the opportunity to get involved and have their say in local issues that affect or are of interest to them.</p>	<p><b>Estate Based Events</b></p> <p>Various events may be held throughout the year for tenants to come along and find out about changes or improvements to services, such as rent levels, repairs or any other housing or environmental issues. These events are normally publicised in the tenants newsletter Tamworth Matters, Marmion House and on the Council's website</p>

### **Moving forward 2020/2021**

- We will continue to promote the work of the involvement working groups and to increase the number of tenant representatives on all involvement working groups to ensure representation from across all areas of the borough
- Explore options such as TEAMS as part of a new programme of digital engagement with tenants
- Continue to engage with Neighbourhoods more vulnerable residents as a commitment to undertake wellbeing checks to avoid issues of social isolation
- Coming soon is a new online digital platform that will be available to all Tamworth Borough Council tenants providing 24 hour a day / 7 days a week access to their tenancy information including rent account balances, repairs history, personal contact details, housing applications
- The Tenant Consultative Group will continue to be fully involved in the future of the new repairs and investment contracts
- The Tenant Consultative Group will consider environmental works for future years as part of wider neighbourhood improvements
- Monthly monitoring of Neighbourhoods service performance, intelligence and satisfaction across services
- Continue with the annual programme of estate inspections to assess the standards of service and contribute to the neighbourhood improvement programme
- Encourage more tenant involvement in the future of Neighbourhoods publications
- Continue with the annual 'Plant a Pot' programme aimed to enable elderly residents with mobility issues to actively take part in a fun and inclusive gardening event



- Work closely with tenant inspectors to carry out a scheduled programme of communal cleaning audits against the Neighbourhood Offer
- Continue to support and assist in planned engagement days and estate based events to target and resolve estate based issues

## Customer feedback

### Complaints, Compliments and Service Requests

We value all feedback about services we deliver to tenants and we understand that at times we do not always get things right. We want to hear from you if you do not feel that you have received the level of service you expect from us. This will enable us to learn and make improvements to our services.

We continue to benchmark using industry backed performance arrangements to inform our continual learning and improvement

A total of **432** complaints, compliments and service requests were received within Neighbourhood Services during 2019/2020. Of the total received, **40%** were classified as complaints, **51%** service requests and **9%** compliments

	2017/2018	2018/2019	2019/2020
Complaints	206	195	174
Compliments	50	55	36
Service requests	261	315	222
<b>Total</b>	<b>517</b>	<b>565</b>	<b>432</b>

	2017/2018	2018/2019	2019/20
<b>Number of stage 1 complaints</b>	183	179	159
<b>Number of stage 2 complaints</b>	16	16	15
<b>Number of stage 3* complaints</b>	7	N/A	N/A
<b>Number of complaints upheld</b>	37	23	22
<b>Number of compliments</b>	50	55	36

\*A review of Tell Us was undertaken in 2018 and the stage 3 escalation was removed from the process

Across the total number of 174 complaints:

- **20%** relate to Wates (inclusive of Wates Gas)
- **8%** relate to Housing Solutions
- **12%** relate to Tenancy/ASB issues
- **8%** relate to TBC Repairs
- **6%** relate to Property Services

- **10%** relate to other neighbourhood services

Across the total number of 36 compliments:

- **20%** relate to Wates (including Gas)
- **14%** Housing Solutions
- **27%** to Tenancy/ASB issues
- **39%** relate to other neighbourhood services

In summary, 174 complaints were received within Neighbourhood Services during 2019/2020. This is a significantly small proportion in relation to **4260** household tenancies.

### **Complaints upheld**

During 2019/2020 there was a total of **22** complaints, that following investigation, were classified as upheld. Of the **22** cases, **78%** were associated with Wates, the Council's repairs contractor.

### **Learning from your complaints**

- Improved the communication between the out of hours call centre and the local call centre
- Improved the communication between the customer and the call centre
- Increased the number of 'fix first time' for plumbing trades

### **Have your say**

Tamworth Borough Council wants to ensure that the services we provide meet both our published standards and the needs of our customers. All customer feedback is important to us and can be a complaint, suggestion, comment or compliment.

All feedback, including complaints, is taken seriously and we use this to learn lessons as to how things may have been done differently and to improve future services.

Where possible, we will publish information on how we have made improvements resulting from your feedback.

Picture here graphics to provide " Have your say" from 2018/2019 Annual Report

Have your say either by going on line at [www.tamworth.gov.uk/do-it-online](http://www.tamworth.gov.uk/do-it-online) or telephone 01827 709709.

Could we have a picture of tell or logging onto the website

## Home

This section looks at how we provide homes that are safe, of good quality and well maintained

	2018/2019	2019/20
Percentage of repairs completed on first visit	87.80%	88.58%
Customer satisfaction for responsive repairs	91%	95%
Percentage of appointments made and kept	91.30%	88.27%
Percentage of complaints relating to the repairs service	49%	35%
Percentage of complaints relating to the gas service	2%	1%

Average number of calendar days to complete a repair <b>10.82 days</b>	Number of Roofing Jobs <b>31</b>	Number of Gas Services <b>3,833</b>	Number of Void properties <b>301</b>	Number of responsive repairs <b>12,677</b>
Number of Electrical tests/Inspections <b>558</b>	Number of Boiler replacements <b>129</b>	Percentage of repairs completed at first visit <b>88.58%</b>	Average spend on an empty property <b>£3,872</b>	Total cost to carry out responsive repairs <b>£1.34m</b>

## Gas servicing

### Tenant satisfaction with gas servicing arrangements

2017/2018	2018/2019	2019/20
92%	86%	88%

## Planned maintenance

In 2019/2020, we spent approximately **£3,054,527** on planned home improvements

Improvement Programme	How Many	Total spend
Kitchens	211	£982,114
Bathrooms	173	£809,602
Roofing	31	£417,338
Windows and Doors	163	£251,888
Disabled Adaptations (Major and Minor)	65	£389,226

Heating installations	120	£204,359
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<p><b>Disabled adaptations</b> This year a total of <b>65</b> disabled adaptations were completed in tenants' homes, making them more suitable for the householder.</p>	<p>Picture/image to be included - Graphics</p>
<p><b>High Rise Sprinkler Installation Project</b> Installation of sprinklers to the 6 high-rise blocks in the Town Centre, along with the block at Eringden, was completed at the end of 2019. The project was extremely successful, went smoothly with feedback about the project and those involved in the delivery has been positive.</p>	<p>Picture/image to be included - Graphics</p>
<p><b>New Repairs Contractors</b> The new repairs and investment contracts were successfully procured and commenced as planned on 1<sup>st</sup> April 2020. These contracts will be in place for 10 years and include significant Social Value elements along with opportunities to improve on customer service.</p> <p>Alongside the implementation of these new contracts, saw the repairs 'Call Handling' brought back in house in-house to receive and diagnose incoming calls from tenants wishing to report a repair. The call handling service now takes a greater degree of customer care follow-up contact and will be used to drive improvements in the service provided to customers</p>	<p>Picture/image to be included - Graphics</p>
<p><b>Regeneration Sites</b> Works have been progressing well on both the Tinkers Green and Kerria regeneration sites with completion on target for late 2020. New tenants have been moving into their homes as they have been completed and to date the feedback has been very positive.</p>	<p>Picture/image to be included - Graphics</p>

## High Rise Sprinkler Installation Project – Resident Quotes

- “The sprinkler mock up in the demonstration flat was very good. The staff there asked my opinion as well. The Tenant Liaison officer, Alison, was very good, if you asked her anything she got back to you straight away and sorted out any questions or concerns you had” – Strode House Resident (speech bubble)
- “The workmen were really good, they cleaned up any mess and we had a good laugh with them. Alison was lovely as well. Wasn’t keen on the white boxing as we have painted the walls in different colours and the white stood out, but we are used to it now and plan to paint the boxing to match the walls” – Harcourt House Resident (speech bubble)
- “Everything went smoothly, workmen talked me through what they were going to do and cleaned up after themselves. All very good just hope we don’t have to use the sprinklers. Boxing took some getting used too but we don’t notice it now and it had to be done for our safety” – Stanhope House (speech bubble)

## Looking Forward 2020/2021 & 2021/2022

- Additional building safety surveys will be undertaken in anticipation of the requirements of the Building Safety Bill; this will supplement the safety and compliance checks that are already carried out.
- There will be a programme of fire door replacements in the high-rise blocks aimed at further improving fire safety standards.
- We hope to be able to renew the aging drainage within 6 high-rise blocks.
- We aim to complete a detail survey of the Councils garage sites with a view to developing a programme that will see a mixture of outcomes.
- We will continue to undertake gas safety checks but alongside these we will be striving to undertake a higher number of electrical safety checks using similar methods to ensure building safety.
- We will continue to deliver programmes of work across the Borough to maintain high standards in our housing.
- We aim to acquire new housing stock in the form of new-build houses and property bought on the open market to replace properties sold under the Right To Buy.

Picture to fill any space

## Tenancy

In this section we talk about how efficiently we let our homes, how we can help you maintain your tenancy and how satisfied you are with our overall service.

Number of active housing applicants on the housing register, by band, as at 31 March 2020 was **1415**

Band 1+	1
Band 1	65
Band 2	240
Band 3	217
Band 4	892
<b>Total</b>	<b>1415</b>

### Did you know?

<p><b>Optional welfare benefit checks</b> Customers are given an optional welfare benefit check at the start of their tenancy which also includes referrals to support agencies</p>	<p><b>Average time between lettings</b> <b>22.6</b> days on average to let properties</p>	<p><b>Total number of properties for re-letting</b> <b>301</b> of council properties became available for re-letting; approximately <b>25</b> per month, ** of these were refused</p>
<p><b>Finding a Home Customer Satisfaction</b> <b>95%</b> of customers satisfied with the Finding a Home service</p>	<p><b>Housing Choices</b> Housing Solutions offer interviews to all applicants to ensure that customers are aware of all housing choices available to them</p>	<p><b>Early intervention to prevent homelessness</b> Early intervention prevented or relieved <b>162 households</b> becoming homeless which is an <b>increase of 15%</b> compared to <b>141 households</b> in 2018/2019</p>
<p><b>Length of Bed &amp; Breakfast stay</b> The average length of stay in Bed &amp; Breakfast was <b>18 nights</b>, a <b>significant reduction</b> compared to <b>32 nights</b> in 2018/2019. This was within the 42 night limit set out by government legislation and represents a 44% reduction in the time families spent in bed and</p>	<p><b>Temporary accommodation</b> There were <b>25 households</b> in temporary accommodation, 2 in Bed &amp; Breakfast, 12 in Private sector leasing temporary accommodation units and 11 in council owned temporary accommodation units</p>	<p><b>Incentive to Move</b> Delivered the incentive to move programme, which is designed to release larger family accommodation</p>

breakfast before they were accommodated		
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## New Allocations Policy

During 2019/20 extensive work and consultation was undertaken in preparation for the implementation of the new Housing Allocations Policy. This was approved by Councillors during November 2019 and was rolled out during 2020.

The consultation developing the new allocations policy involved communicating with all applicants on the housing register, local partners and agencies, Housing Associations where we have nomination agreements with, the Tenant Consultative Group and Tamworth residents. This was advertised more broadly via our social media channels, website and press releases in the local paper. – [picture of Allocations Policy](#)

## Supported Housing

Our Supported Housing team helps young families and young adults adapt to living independently and support tenants in learning how to successfully manage and maintain a tenancy on their own.

As well as supporting tenants with reporting repairs and maintaining their properties our team have also organised events to help and raise residents awareness in areas such as fire safety. Other good case events such as “nearly new clothes sales” have also been successfully held at the local church.

- **100%** of lettings turned around within 10 days from tenancy end date
- **100%** of support plans agreed within 4 weeks
- **100%** of successful move-on

## Sheltered Housing

### Member of EROSH!

Since EROSH conducted our peer review in 2018/19 Tamworth Borough Council has successfully become a member of the EROSH consortium. EROSH is a membership organisation for professionals within the sector and provides practical expert advice and guidance, news and commentary for front line staff and service managers to help respond to the challenges and opportunities currently facing the sector. Joining EROSH has enhanced individual and organisational performance and improved the quality of housing related support services for older people.

## Capital Works Programme

We have continued to invest in improving and maintaining our sheltered schemes. Works on the new flooring at Anker Moor Court and Glenfield was successfully completed during 2019/2020 and new flooring at Bright Crescent is now well underway. In an effort to make our schemes more efficient and sustainable new energy, efficient LED lighting has been installed in communal areas of Glenfield. [Include photos of new flooring at Glenfield](#)

On average <b>97.95% (9177)</b> of alarm calls answered within 60 seconds	<b>100%</b> needs assessments carried out at all sheltered schemes for potential applicants
<b>100%</b> of scheme resident meetings held bi-monthly	<b>100%</b> of monitoring sheets completed in relation to Legionella
<b>100%</b> of new tenants were visited with 24hrs of moving in	<b>100%</b> of new tenants complete Tenancy management plans with their scheme manager within 4 weeks of moving in

## Health & Safety

We continue to work with Staffordshire Fire and Rescue Service on an annual basis to ensure that all sheltered schemes maintain their high standards of Health and Safety and Fire Safety, with particular emphasis on the safe storage and charging of mobility scooters. All annual health and safety was successfully completed for 2019/2020

## We are Going Green! New Electronic visiting sheet

As part of the council's mission to become more environmentally friendly, we have been working to develop an interactive electronic visit sheet, to be used by scheme managers, to assist with daily resident welfare checks. Electronic forms will not only contribute to making a reduction in the council's carbon footprint but will ensure scheme managers have continual and easy access to the most up to date resident information.

## Did you know?

We continue to develop the range of current activities to enable tenants to stay well and independent. The following activities provided across the schemes:

Cottage Healing centre treatment	Hairdressers	Chiropodists	Opticians
Dementia Friends	Assistive technology market stall for useful gadgets	Eat well programme	Olive branch visits from local fire service

## Join in and Plant a pot!

Successful 'Plant a Pot' events take place annually at a couple of Tamworth Borough Councils sheltered schemes as part of a rolling programme. These events enable elderly residents to actively take part in a fun and inclusive gardening event thereby increasing mobility and tackling issues of social isolation. Any activity of this kind is considered beneficial for residents as it is an enjoyable form of exercise, encourages the use of all motor skills, can improve endurance and strength, promotes relaxation and improves wellbeing as a result of social interaction.



## Rent

The government replaced the existing 2015 Rent Standard with a new Rent Standard for all registered providers of social housing including local authorities from 1 April 2020.

### Universal Credit

Many of our tenants are now receiving regular monthly payments of universal credit and we can advise you on how to apply. We can help you by setting up an alternative payment arrangement where universal credit is paid direct to your rent account, to pay the standard weeks rent, plus an additional sum towards any arrears if this applies. Many customers have found this to be the easiest way to pay their rent and / or arrears.

Customers seeking help or advice about Universal Credit can contact the UC help line 0800 328 5644, which is a free call, Mon to Fri, 8.00am to 6pm. Alternatively queries regarding UC can be directed to the Citizens advice helpline Tel: 0300 330 9002

	As at 31st at March 2019	As at 31 <sup>st</sup> March 2020
Number of Council Tenants on Universal Credit	645	1072
Number of Council Tenants on Universal Credit in Rent Arrears	443	663
Percentage of Council Tenants on Universal Credit in Rent Arrears	68.7%	61.85%
Number of Council Tenants on Universal Credit not in Rent Arrears	202	409
Number of Council Tenants on Universal Credit not in Rent Arrears	31.3%	38.15%

### Average rent (excluding service charges)

Property Type	Weekly (49 weeks)	Monthly
1 Bedroom Flat/Maisonette	72.94	297.84
2 Bedroom Flat/ Maisonette	82.59	337.24
1 Bedroom Bungalow	82.46	336.71
2 Bedroom Bungalow	93.40	381.38
2 Bedroom House	86.32	352.47
3 Bedroom House	92.96	379.59
4 bedroom House	103.47	422.50

<p><b>Reduction in evictions</b></p> <p>The number of evictions carried out for <b>2019/2020</b> was <b>9</b> compared to <b>13</b> in <b>2018/2019</b>.</p> <p><b>Eviction is always the last resort</b></p>	<p><b>Notices of seeking Possession</b></p> <p>The number of NSP's issued for rent arrears in <b>2019/2020</b> was <b>699</b> compared to <b>787</b> in <b>2018/2019</b></p>	<p><b>Rent Incentive Draw</b></p> <p>Our quarterly <b>rent incentive draw</b> continues with a prize of £250 to encourage tenants to keep a clear rent account</p>
<p><b>Rent collected as a % of annual debit</b></p> <p>Rent collected as a % of annual debit was <b>101.14%</b> for 2018/2019 and <b>101.92%</b> for 2019/2020</p>	<p><b>HQN (Housing Quality Network) Review of TBC's rent against government rent policy</b></p> <p>Current rents that are being charged are accurate and in accordance with guidelines.</p>	<p><b>Early Intervention</b></p> <p>Emphasis continues to be placed on early intervention whilst arrears are at a low level in order to prevent the escalation of arrears</p>

## Stop Loan Sharks

Tamworth Borough Council work's in partnership with the England Illegal Money Lending team to stop loan sharks operating in Tamworth. If you are a victim of a loan shark or wish to report a suspected loan shark you can contact the Illegal Money Lending team for confidential help and advice on telephone number 0300 555 2222.

### NOT SURE WHAT A LOAN SHARK IS?

If you can answer yes to one or more of these questions you might be borrowing from a loan shark:

- Did they offer you a cash loan?
- Did they not give you paperwork?
- Did they add huge amounts of interest or APR to your loan?
- Have they threatened you?
- Are you scared of people finding out?
- Have they taken your bank card, benefit card, passport, watch or other valuables from you?

## Contents Insurance

Tamworth Borough Council has negotiated a home contents insurance scheme for its tenants and leaseholders. The prices are competitive and contents insurance is worth considering. It is important to protect your personal contents in your property against loss or damage caused by fire, flood and burglary. The council's insurance policy only covers

the building not your personal contents. Further information is available at:  
<http://www.tamworth.gov.uk/contents-insurance>

### **Look Out!**

Coming soon is a new online digital platform available to all Tamworth Borough Council tenants. This will provide 24 hour a day / 7 days a week access to tenancy information including rent account balances, repairs history, personal contact details, and housing applications. More information will shortly be available on the Council website  
[www.tamworth.gov.uk](http://www.tamworth.gov.uk)

### **Tamworth Advice Centre (TAC) Help with Benefits and Debt advice**

The Tamworth Advice Centre (TAC) will check you are getting all the benefits you are entitled to, help you apply for those benefits you are not getting, assist you in setting up a bank account if needed, help you deal with your debts and assist with budgeting within your means. Tamworth Advice Centre (TAC) can also help you with benefits and specialist debt advice and can be contacted on their Advice-line,

- **Tel** 0300 330 9002, Monday to Friday 10.00am - 4.00pm
- **E-mail** [citizensadvice@citizensadvicemidmercia.org.uk](mailto:citizensadvice@citizensadvicemidmercia.org.uk).
- **Website** [citizensadvicemidmercia.org.uk/support-in-tamworth](http://citizensadvicemidmercia.org.uk/support-in-tamworth)

## Neighbourhood and community

In this section we talk about how we work with tenants and our partners to keep neighbourhoods and communal areas greener, cleaner and safer, preventing and tackling incidents of anti—social behaviour and supporting tenants who experience this where they live.

### Estate Inspection Programme 2019-2020 – picture of leaflet

Estate inspections are carried out to assess the standards of service we are delivering, identify areas for improvement and generally identify any action needed to be taken to address tenancy breaches. We are committed to inspecting our housing areas on a regular basis. Across the borough, housing estates are located across ten wards. Each area is inspected once a year on a rolling programme. This is the fifth year the estate inspection programme has been carried out in this way

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

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

#### Estate Inspections will;

- Provide a high profile presence on our estates
- Ensure cleaner, more attractive and safer neighbourhoods
- Improve the physical condition of estates through quick responses to residents' concerns and by identifying potential improvements
- Clear communal areas of fly-tipping/graffiti and rubbish
- Identify overgrown gardens/shrubbery
- Identify defective street lighting and estate furniture
- Ensure agencies take responsibility for issues identified within their remit
- Identify potholes and surface perishing to hard surfaces and uneven and broken paving.

### Annual Estate Inspection Review 2019/2020

During the end of 2019, Tenant Inspectors worked closely alongside the Tenant Involvement & Regulatory Team to undertake a review of the annual Estate Inspection Programme and how this was delivered. Estate Inspections will continue in 2020/2021, but will predominantly be undertaken by the Neighbourhoods Community Wardens and

Tenancy Sustainment Officers. Tenant Inspectors, supported by the Tenant Regulatory & Involvement Team will however also undertake a cross section of inspections as part of Neighbourhoods current scrutiny arrangements. In accordance with the Governments Regulatory Framework, specifically the Neighbourhood Standard and Tenant Involvement and Empowerment Standard, it is essential to demonstrate that as part of Neighbourhoods independent scrutiny practices, tenants are fully inclusive within the estate inspection programme and are given the opportunity to audit a sample of estate inspection areas in addition to identifying potential environmental improvements. The review of the process by the Tenant Inspectors has successfully concluded with an updated inspection leaflet, scoring sheet and recording and monitoring procedure.

### **Communal Cleaning Audits - Tenant Inspectors**

248 (75%) of tenants in receipt of communal cleaning have rated their overall satisfaction as either fairly or very satisfied.

There are currently 10 tenant inspectors working with the Tenant Regulatory & Involvement team to carry out communal cleaning audits across Tamworth borough. Their input has proved invaluable. Tenant Inspections make recommendations and comment on services which are reported back to the Estates Manager.

**A full review of the communal cleaning programme**, with Tenant Inspectors, was undertaken earlier in the year to conclude the following:

- Annual refresher training for all tenant inspectors with the Estates Manager
- A more collective approach amongst tenant inspectors in completing scoring sheets
- Score sheet to be shared with the Estates Manager within the same week as the inspection to ensure immediate action is taken
- Communal cleaning survey to be distributed to residents on a bi-annual basis and to highlight potential problem areas
- Half yearly meetings to be arranged between the Estates Manager and Tenant Inspectors to discuss findings, themes and address any areas of concerns

### **Regeneration**

Significant investment at Tinkers Green and Kerria has enabled the Council to offer attractive, modern houses.

A new estate of 96 homes has been created at Tinkers Green, including 24 one-bedroom apartments, six two-bedroom apartments, 44 two-bedroom houses, 19 three-bedroom houses and three four-bedroom houses. In addition, a total of 44 modern new homes have been built at the former Kerria site, consisting of eight one-bedroom apartments, four two-bedroom apartments, 24 two-bedroom houses and eight three-bedroom houses.

“I can’t believe I’ve got a brand new house! I never want to move” (speech bubble)

“Truly thrilled to have been assigned one of the new properties, they’ve been done up to a lovely standard. I feel like the cat that got the cream!” (speech bubble)

## Anti-Social Behaviour

The team continued to work hard over the last 12 months, achieving a number of successful outcomes, all of which help towards making your neighbourhood safe.

We have again achieved the HouseMark accredited standard for a quality anti-social behaviour service (ASB). This was awarded after an independent review of our ASB and complaints service. This accreditation is valid for 3 years.

	2017/2018	2018/19	2019/20
Number of complaints received	264	299	252
Percentage of customers satisfied that they were kept informed throughout their ASB case	63%	64%	66%
Percentage of customers satisfied with the support given to them during their ASB case	65%	66%	60%
Percentage of customers satisfied with the outcome of their ASB complaint	52%	47%	47%
Successfully closed ASB cases (resolved)	98%	100%	99%
Percentage of customers who have already made a complaint of ASB, and who would be willing to report ASB in the future	83%	71%	79%

Number of ASB cases: **252**

Number of Civil Injunctions: **2**

Number of Notice Seeking Possession/Demotion: **4**

Number of possessions: **2 cases pending with courts**

Nature of incident	2018/19	2019/20
Noise	76	87
Pets/animals	24	25
Harassment/threats	42	46
Garden nuisance	48	70
Other	109	63
<b>Total</b>	<b>299</b>	<b>252</b>

**Intervention** remains a key factor in how we deal with ASB cases. The team intervene as early as possible where evidence is provided. This often prevents enforcement action from being taken. In 2019/20 early intervention was carried out with **224 cases** to successfully resolve them

**252 incidents were recorded during 2019/2020 compared to 299 incidents in 2018/2019**

The Neighbourhood Services ASB and Estate Management Team merged with the Corporate ASB Team to include CCTV, Community wardens and multi tenure ASB service as one centralised service in order to streamline a more efficient approach to dealing with ASB and environmental crime. In addition, the Neighbourhood team agreed a pilot of private tenure neighbour ASB resolution.

53 Community protection warnings were served, 20 of those proceeded Community protection notices due to non-compliance, to resolve the matter

For more information about ASB see web link <http://www.tamworth.gov.uk/asb-zone>

## Value for money

In this section we explain how we make sure that our services provide value for money.

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

- Comparing costs and performance with other similar housing providers. Assess value for money (VFM), by using an independent organisation called HouseMark. This organisation compares our services to other councils and registered social landlords. HouseMark also produces an annual report which identifies areas for improvement.
- Monitoring 'tenant satisfaction that rent is providing value for money'. We check this by carrying out regular tenant satisfaction surveys.
- Continue to remove old inefficient gas appliances and install new 'A' rated appliances, reducing heating and hot water energy costs for tenants across the borough.
- Purchasing existing properties has enabled an efficient and effective use of capital receipts funding, one element of the Housing Revenue Account capital business programme to increase its stock.
- Senior managers regularly review budgets and the highest areas of spending.
- Tenants are involved in the choice and appointment of contractors, suppliers and consultants to help ensure we get the right balance between cost and quality.
- Spent more than **£3,054,527** on improvements to homes ensuring that our core business of providing affordable homes to those in need continues to expand.
- Co-regulating our services. Our co-regulation model means that tenants continue to review our performance and scrutinise selected areas of service.

### Did you know?

The following indicators have been agreed with tenants



	2017/2018	2018/2019	2019/20	Estimated top quartile*
Overall satisfaction with Neighbourhood services	78%	78%	78%	82%
Average time between lettings	17.75 Days	15 days	22.6 days	18.53 Days
Estate Inspections	10	10	6	Not benchmarked
Tenant satisfaction with communal cleaning	87%	87%	76%	Not benchmarked
Number of	557	479	479	Not




tenants on the database of involvement				benchmarked
% of repairs appointments made and kept	90.48%	93.30%	89%	97.06%
Gas servicing CP 12	97.82%	100%	98%	100%
% of repairs completed at first visit	89.34%	87.80%	88%	93.59%
Customer satisfaction with responsive repairs	95%	90.80%	9%	91.23%
Arrears as a % of rent due	2.47%	2.83%	2.87%	1.55%
Number of Evictions	18 (0.42%)	13 (0.31%)	9 (0.21%)	0.17%

- Figures based on estimated top quartile range when benchmarked nationally

### Top performance indicators as voted for by tenants as at 31 March 2020

Performance Indicator	Target	Current Value	Are we on target	Trend
Average number of calendar days to complete repairs	-	9.53 days		↑
Percentage of appointments made and kept	93%	89%		↓
Percentage of repairs completed at first visit	85%	88%		↑
Percentage of properties with a valid Gas Safety Certificate	100%	98%		↓
Average re-let times (in days)	16 days	22.6 days		↓
Percentage of closed resolved anti-social - behaviour cases	-	99%	-	-
Number of close unresolved anti-social behaviour cases	-	0	-	-

Current rent arrears as a percentage of annual debit	3%	2.87%		↑
Number of complaints since 1st April 2019	-	174	-	-
Number of complaints upheld since 1st April 2019	-	22	-	-
Number of compliments since 1st April 2019	-	36	-	-