

Respondents' comments

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

- The 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 vision

To wordy..... Our focus is the people of Tamworth

Ok

Does this include environmental issues? There are many areas of Tamworth that look untidy, unkempt and portray a negative image of Tamworth.

We need to ensure that Mental Health is seen as a priority.

People don't just live in the town centre which is where it seems most of the budget is spent.

Trite.

Sounds very good but basically meaningless?

I think this is a fairly meaningless vision - if it was any combination of putting the well-being, prosperity, interests at the heart it would be much more meaningful.

I agree with your vision.

The climate and ecological emergency must be placed at the heart of everything we do as well, otherwise, there won't be a people or an economy to deal with in the future.

Unfortunately putting the people of Tamworth at the heart of everything you do is far from the truth! Take a moment to consider the council's latest decision (08-09-21) to build hundreds of houses on the former golf course at Amington. Our illustrious MP has clearly given a 'vision' of what his priorities are and listening to the people of the town isn't one of them! This has clearly rubbed off onto TBC and its cohorts.

The words are OK, its action that counts.

To make the people and local economy of Tamworth the priority of everything we do.

Good.

What about our environment?

This won't come as big surprise but the town centres role will change over next few years. We can already see that the Ankerside is dying slowly. What will we do with the space and provide the maximum return to the local tax payer. I'll be honest I don't the answer. There has been great work with the space at the assembly rooms and other initiatives like street food to bring people into town.

It is a good vision but I am not sure that it is the case.

That's what it should be but isn't necessarily so.

We need more help for the actual homeless not this mistake of a banding system. The footpaths seriously needs sorting full of more pot holes than the roads. More help should be available from the council for the people living in mentally hard housing that could be resolved by the council but isn't if you're housed in a fine amount of rooms.

Then why keep raising rents prices for businesses in the town making it harder for independent business to work in Tamworth and killing our economy.

A meaningless political soundbite that you lack the ability, imagination and desire to deliver.

Your vision has been to completely kill the town centre by allowing the expansion of Ventura Park. There are now plans to build a college in the town centre. How is this going to regenerate the economy? Students have very little money to spend. Is the town just going to be full of cheap takeaways with rubbish food to cater for them? The history of the town is not widely promoted enough and could generate more income. Also don't make the annual fireworks event free. With the thousands of people that descend on the town even a nominal charge of £4 per head would generate a big income.

Ok with this statement.

Meaningless tosh.

Seems to have a good focus.

Then stop allowing all the building on our boundaries who then use all our much needed facilities, make it a condition that they have to register in Litchfield for all their service s like doctors etc.

This sounds wonderful but I am interested to see how this vision will be enacted in an equitable way.

Pretty basic. That should be obvious. But what exactly does it mean? What do you understand by the words "local economy"? The local ENVIRONMENT should be at the heart of everything.

My visions would be to have a non max tax hike every years for the poor services Tamworth council provide and to see the roads repaired properly not botched every

two years. The recycling done properly and not changed again and have to keep paying sill stealth taxes to cover costs.

It's a good statement but it's only WORDS. We need to see it put into practice.

Definitely agree.

Money needs to be spent on repairing council housing before they fall into disrepair. Ringing up for repairs and nothing gets done. Money should also be spent on cutting down over grown bushes, hedges and green areas. Tamworth is beginning to look like a jungle!

We need to raise the profile of the town. Just 4 miles away in Lichfield we have a small city that has class, quality, and style and is welcoming to all.

Good vision for the future.

It is a good vision, but isn't that what you are supposed to do anyway?

Platitudes.

Great statement, I hope it turns out to be true.

Hopefully that will cover more than just the town centre.

Simple idea, but how is this actually going to work in practice? Some lofty ambitions but sounds like a typical sound bite. May as well use "build back better".

Trite, that's your day job.

The town centre needs smaller independent boutique style shops to encourage both locals and visitors to spend time there.

Local economy needs pulling back into the town centre and away from Ventura. Too much new house redevelopment down Ashby road and traffic is becoming a problem down Gungate.

Positive vision so long as people are involved.

I agree with the aims and goals.

Never been done before so I don't believe it will happen now.

Great slogan , need to be true to it.

Comments about people and place priorities

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

Safety and security are two of the basic human needs a good home provides both of these.

There is an enormous amount of house building in Tamworth, but the infra structure is being ignored. The roads are too small for the amount of traffic, medical services not adequate. Having to "suck up" Lichfield housing boom on the borders is putting too much strain on our services and no financial benefit to Tamworth. Much of the housing being built is not affordable, £90k for a 40% shared ownership property is hardly affordable and to obtain Council Housing is near impossible.

The housing application currently in by Cornerstone is a great example of the types of housing that is desperately needed in our town. It would be good to see more developments like this.

Any new builds by private companies should include at least 40% affordable housing.

Maybe consider only giving planning for smaller housing units. It's starting to look like Tamworth only wants "executive" 4/5 bed houses. Surely they want a mix?

There needs to be some mention of sustainable, affordable and quality accommodation here.

Everyone deserves a decent roof over their head.

People deserve houses that are fit for the present and future, which isn't the case yet. The council still allows builders to build massive and non-ecological houses, which are also really expensive, instead of houses that meet the Passivhaus standards which would make those houses more comfortable and affordable to live in.

What are the council doing about the empty shops and living accommodation dotted around the town centre and beyond? Don't see TBC rushing to accommodate the homeless by using these properties. WHY?

There must be a suitable plan for people who need emergency housing, e.g. wives who are desperate to escape from an abusive partner.

Consider improving the movement of traffic around the town e.g. Kettlebrook Road is essentially a one lane road could this not be a one way road from the football club.

Essential priority and we shouldn't be objecting when neighbouring councils also want to prioritise housing.

My partner is homeless and has been for 4 years. It took him over a year to get his bidding number and still is no closer to being moved. Myself and my daughter is in a mentally hostile environment only to be told by the council I'm housed fine despite a letter from my doctors stating my health isn't fine living with my parents.

Tamworth needs more affordable housing for younger people and that includes extending the priority list for council housing beyond just that of single females. I was homeless at 20 and was told I would have to wait years to even be considered for housing.

Until you prioritise this issue in a just and fair manner you will for ever be fighting a losing battle with it. For example when people coming out of British armed forces service cannot get housing, whereas others that have never contributed anything either physically or financially can, the situation will always be seen as nothing but a disgrace.

We don't need any more houses dumped on our boundaries by Lichfield District Council. The town is full to capacity.

As a private home owner the safety of my property is upon myself; however, a few of our employees whom rent council owned buildings had safety issues with unsafe balconies, boilers, bathroom facilities, all of which took considerable time and disruption to get resolved as well as to some cost being put upon themselves from damage to tiling, flooring, etc.

Council houses should not have been sold off at a pittance, tenants should have paid market value regardless of time in the property.

By this you mean you have to build more houses and reduce our green countryside. The houses will be thrown up by speculators after a quick profit, will be unsustainable, and not affordable by local people.

It is my understanding that there are major housing developments in construction on Dunstall Lane near Ventura and the redevelopment of the former golf course off Mercian Way, east of the town. I fully appreciate and understand the need for more housing, however I believe it is equally if not more important to demonstrate how services and infrastructure will also be delivered and implemented to serve these new developments. Tamworth already suffers from over-subscription with GPs and the roads are only getting busier. These large scale developments need to demonstrate how their creation will not negatively impact or strain the current services and infrastructure across the town. I have deep concerns over the rumours regarding Lichfield District Councils local plan to build 900+ houses in the Fazeley area. We don't want another Ashby Road incident where another large scale development for LDC negatively impacts Tamworth. Stay strong and firm with them please!

Think safer roads should be a better concern instead of adding loads of new house sort the roads out.

There are houses out there already. New homes do not need to be built at the current rate. There are plenty of vacant buildings that can be converted into housing.

More cooperation with housing associations should be established to help meet more social needs. Maybe discussion with developers about 'voluntary' increase of property handed over to social housing from 5% to 10%. Private rental properties

should be more affordable and more accessible, for example to those who may have poor credit history.

Tamworth council need housing inspections. An inspector needs to check all housing for repairs before they fall into disrepair. Also to encourage tenants to care for their homes like no rubbish or dumping grounds.

More social housing needed and stop building on green belt.

Form a citizen's think tank to brain storm ideas thoughts and actions.

It is also vitally important that we have an infrastructure that can deal with a housing development boom like we are currently seeing. We have no police station, no ambulance station closer than Lichfield, dentists/doctors and the like are already at capacity. The streets have become what can only be described as a mess. Council refuse collections are at an all-time struggle. This needs to be addressed before hundreds more houses are built without any forethought.

More social housing, not expensive developments.

Social housing?

A quicker turn around on empty properties would help some places sit empty for a very long time.

More needs to be done to provide good affordable social housing in the borough. Lichfield district and North Warwickshire seem to be building on Tamworth's doorstep but not adequately investing in highway improvements and amenities. It's frustrating as a resident in the town.

Too many "Executive" houses have been built recently. We need more affordable and starter houses.

Empty buildings should be prioritized as should land that's already been built on. Tamworth feels overwhelmed by new builds everywhere I don't understand why new buildings whether homes or warehouses are not made to have solar panels on. Cheaper to install as part of the build, we are trying to become greener aren't we??

Stop building on green space and stop allowing other councils to build on town borders! Ashby was nice, now too busy.

Housing is crucial.

Fewer people on the streets the better.

To facilitate sustainable growth and economic prosperity:

What costs £10 today costs £10.06 tomorrow, Greater prosperity needed just to stand still.

The town centre could easily provide single or couples housing by utilising the empty space above the empty shops. If a property is not used or abandoned the Council has the ability by law to take possession of that property, why are so many buildings in the town falling into disrepair? I am hopeful that the Council will make good use of the recently obtained funding. There are far too many similar shops, I. E.

Takeaways, barbers, hairdressers, beauty, and charity. It is time to branch out, be brave and challenge Ventura and get some of that footfall back in the town, car parking charges need serious consideration.

There should be better infrastructure provision if we, not just housing. So far we built 6000 houses and no new roads/infrastructure. Clearly TBC is more welcoming to housing than infrastructure or is not good at getting that investment as a condition of building. Evidenced by the abysmal condition of the Salters Lane and Ashby road. Lots of identical new houses built though.

I would like to see something about facilitating quality employment linked to this

The town needs revitalising and if successful everyone will benefit

The 15 minutes city scheme could be a good inspiration for Tamworth. When you plan new housing, make sure all commodities are accessible within 15min on foot (supermarket, doctors, school, public transport...) so people don't have to rely so much on their individual cars, and that will create more space for cyclists and pedestrians.

My concerns from your statement would be that the Council plays a pivotal role and that you suggest they are able to 'manage', I can assure you they are not capable of either!!

If we meet housing needs then the people who live here should be served well by what the town has to offer over development can cause problems. Growth needs to be managed.

Tamworth is in a good strategic location for business. However, I am concerned that the extended house building/planning applications being submitted by Lichfield Council which sit on the borders of Tamworth have an impact and put severe strain on our town. Whilst these houses might be in the postcode area of Lichfield (and therefore they receive the funding from council tax for those properties), the infrastructure and therefore the costs to support become the burden of Tamworth which is just not manageable long term. We then suffer the knock on effects of lack of services such as GP access, schools and the extra traffic.

Stop raising rents on businesses in the town and we will start to have growth again because nobody wants to open a new business when they won't make profit because you charge too much.

Yet more meaningless words. You as a Council have had many years to promote this policy. What we have ended up with is a town bereft of most of its history, buildings, character and charm. This has done devastating damage to the town's economic prosperity, and it won't change now.

Community Infrastructure: In a world requiring significant change to help with climate temperatures, seeing numerous queues in & around Ventura through poor infrastructure is frustrating & will get worse. Ventura's growth is a success for Tamworth; however, there is a huge responsibility to look at the environmental impact & safety concerns created (cars queuing, jumping lights/crossings). Painting lines on roundabouts at Ventura (hasn't worked) won't reduce our towns CO2 footprint or increase its safety but public transport only zones would. I suggest removing free passage between the two sides of Ventura, making the site a pedestrian only zone allowing access between Asda & Primark for public transport & loading only. Housing Infrastructure: Hearing the living space requirements were not met at a recent Tamworth development & that this would be noted for future developments, is not good enough. Design considerations also seem poor on majority of new estates & need reviewing ASAP.

I love the mix of green space and convenient shopping areas in Tamworth and would like to see this continue in future works. On a side note, I loved seeing wild flowers on the central reservation near the Snowdome.

Too many houses on our borders our town is being swallowed up on all sides into a concrete jungle.

You cannot build more and more houses at the same time as continuing your long-term policy of reducing and ruining local services and facilities. We have no proper hospital, no courts, no police station, fewer & poorer quality shops, poor cultural & educational resources, badly maintained and overcrowded roads.

Made up to cover cost for those who won't work or don't want to so why keep subsidising land lords with cheap to buy and rent out.

Again the council appear to be all talk and very little action. If things are happening behind the scenes tell us rather than us believing nothing is happening.

Tamworth council need to repair and maintain the housing they have already before they fall into disrepair.

Economy only benefits the selected few whilst the majority will remained in poverty.

Again form think tanks so that many ideas can be generated.

As pointed out above. It is hugely important to protect the long standing residents of Tamworth from the monstrosity of warehouses being erected on the border with North Warwickshire. It is also concerning at the amount of land being used for housing around Tamworth. We currently have 5-6 very large developments ongoing.

This should be at the heart of all planning decisions.

We need better infrastructure and amenities where new houses are built, more schools, doctor's surgeries, dentists etc.

All developments need to be sustainable, I don't feel all the social aspects are covered when developments are proposed.

We have a great location, it's a great place to work from home and access major cities as required.

I don't understand why new buildings whether homes or warehouses are not made to have solar panels on. Cheaper to install as part of the build, we are trying to become greener aren't we?? Please protect our green space it's vital.

The lives of the working professionals in Tamworth isn't valued at all in my opinion.

Tamworth should be allowed to grow and prosper and not managed by a council that has no idea about business.

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

Once again too wordy remember who you are addressing this too. We will work with anybody and everybody in order to get the very best for the people of Tamworth.

Clean the streets or engage with communities to clear / clean their space, the Tamworth Litter Pickers is an outstanding project.

We only have to look back over the pandemic to see just how important it is for organisations to work together.

Keep mental health at the forefront of any new ventures.

It seems that the main area invested in is the town centre and other parts of Tamworth seem to just get ignored.

Ignore the first 100 words of the vision, the last sentence means something.

Fine words but you don't give any examples.

Any plans to bring back the Community Safety Partnership and PACT. There's been precious little community engagement for years now.

I'm not sure many people would really understand what this means - also no mention of diverse communities. Some definition of communities needs would help contextualise this priority.

The community deserves the council's best efforts..... The council is there to serve and support the community.

Needs are not acknowledged very well at the moment. E.g. car parking.

Outside of the elections there is little collaboration with the constituents.

Engagement and collaboration is important to ensure the funding received through taxes etc. are used to the best advantage of the residents.

Then you need to increase the number of mental health services in the town as our most vulnerable are those who struggle with mental illnesses.

Can't comment too much as I have little experience with this subject, but it is obviously the sort of thing that you as a Council should be doing. I have no faith that you will deliver though.

General care & attention in some areas of Tamworth are quite poor compared to others such as Stonydelph, Leyfields whereby the general upkeep & maintenance and aesthetics are poor. The passageways on Stonydelph estate is one safety concern of a resident / employee whom won't venture out at dusk/dark. Better pathways with clearer site lines, lighting, perhaps? Likewise, Wigginton Park now has a stigma after unfortunate recent events. Maybe a publicity event or once again better pathways & lighting to change perception. Key road accesses through and out of the town could be enhanced through better planting strategies (not just roundabouts) to ensure the Tamworth in Bloom is recurrent year after year (architectural grasses, perennials, bulbs, standard trees). Enlisting a designer/ landscape architect would enhance street scenes as we move throughout the town's infrastructure.

And there is the problem in a nutshell - "our communities". There shouldn't be communities, there should be a community.

Our needs are not being met because we cannot access our own facilities.

This part of the consultation needs to be absolutely inclusive and the council need to actively engage with local groups and communities especially for people who fall outside of the White Conservative Heteronormative demographic.

This needs to be explained and defined as it is meaningless jargon.

We need to stop looking in silos and only concentrating on what is built or happens within our borders. It is naive to think that if something just falls within Lichfield District Council's boundary, but is located on the Tamworth boarder, that the new development would not strain Tamworth's services with little to no impact on Lichfield District Council (Fazeley housing development for example). It is VERY important that we talk with partners from neighbouring councils to ensure all developments are taken as a strategic and holistic approach.

Stop selling areas off to be used as car parks when the companies make promises they don't keep.

Tamworth council need to get their act together just maintaining the basics of housing etc. before it thinks it can take on more hairy fairy future ideas.

You don't or have ever done this. You demean the poor in our society and will continue to do so.

The council has a higher opinion of itself than the residents do. Perhaps you need to remember who you work for and are answerable to Again all internal ideas need to be sounded out on a local think tank.

This statement seems fairly vague on what/whom you are implying the investment is in.

Bring back named Street Wardens for each of the wards. When are we going to get a named police officer for each area? You aren't accountable if you're not accessible.

It needs to cover the whole town not just the town centre.

Vision statement is too Woolley and loses meaning.

No one neighbourhood has been enhanced in the last 10. If you disagree. Name one!

To create a new and developing vision for the continued evolution of Tamworth, including a town centre fit for the 21st century:

What Tamworth has always overlooked is the preservation of its history. The new town centre won't be suitable for the 21st Century as we do not know what will be required. The town centre development needs to include more housing, perhaps above existing shops, then the town won't die at 7pm.

It's an exciting time for our town centre.

Help independent business to come to the town centre to make it a more interesting place to shop.

I only go into the town Centre for specific things like going to the bank occasionally the market, or to buy from specific shops. There are very few shops to browse and there is nothing there to make me think to go into town on a regular basis, or in the evenings.

Not "build it and they will come". That's a joke. Shrink it and make space for affordable housing with fewer shops/commercial footprint. It's not needed in these days of 38% online and teetering Ventura to boot.

More needs to be made of Tamworth's history and heritage.

There should still be retail support in the town centre, where a significant number of more vulnerable people live, financially vulnerable as well as elderly and infirm people, who may not have the opportunity or financial ability to access Ventura Park on a regular basis.

You're not mentioning, the climate and ecological crises a lot in your plan for a town centre fit for the 21st century, yet it's the biggest threat mankind has ever dealt with. The council voted a plan to be carbon neutral in 2050, it's way too late (or maybe councillors think the next generation should deal with it? in which case, it's a criminal decision). The evolution of the town centre is a perfect occasion to show leadership and inspire other councils to get us out of the crises (proper insulation of the buildings, collection of rainwater, solar panel, bike lanes + secured racks, accessibility, fruit trees, edible plants...)

The council is well placed, is it!! Joke of a statement, as TBC has for a generation been devoid of the right ingredient for this and that is clear thinking, Tamworth loving individuals that are in it for the town and not what benefits they get from it.

This is a wonderful opportunity to showcase town centres of the future. In the past development has just been about getting rid of the old and replacing it with modern building. Our town centre should provide more affordable housing, focus on the environment by not increasing parking spaces in the centre but putting them out of town with bus connections, more electric charging points and good leisure facilities.

Not at the expense of destroying our history and heritage. The council are their guardians - not their destroyers as has happened many times since the early 60's.

Use empty shops in town for homes!

It would be lovely to see Tamworth town centre become a place for residents to want to visit. Whilst the Castle Grounds area is really lovely, the actual shopping area leaves a lot to be desired with very few shops that are worthwhile visiting. Given that Ventura provides the usual high street retailers, I think the town centre would be better served by encouraging independent businesses to set up. However, I do think the decision to move the College to the Coop building is the wrong one.

But you gave it all wrong Shops are essential to a thriving town centre not colleges.

Once again. Stop raising rents in Tamworth and the town wouldn't be dying.

Again, based on what you have done before, I find it laughable that you even have the bare faced arrogance to state this as an aim.

Also any regeneration of the town centre should be done sympathetically without the emphasis on modern ugly buildings with no character. The best parts of the town centre are those that have retained their old buildings. None of these should be removed.

After only this week having a day off to spend time in the final sunny days, my wife and I went to Lichfield. It was bustling and lively and we thoroughly enjoyed our few hours there. This makes me sad that we don't have this in Tamworth despite having the historic buildings, architecture, amenities, etc. We urgently need to address the lack of businesses & rental costs to try and replicate the diversity of shops as seen in Lichfield. Eateries, independent shops should be encouraged, supported, initial or continued reduced rates perhaps but using our closest neighbours as an example of how to use the high street correctly we could learn a lot. Links to Ventura are never going to have much impact as people unfortunately get lazier and less willing to walk in all weathers. It has to pull on its own merits, a separate entity to our town. This I feel is critical to our town's history which unfortunately is being forgotten by many.

I think the challenge will be finding the balance between new demands and keeping old character.

The town is dying because of out of town projects and not enough variety. Costas for example we have about 6 within the space of a mile it's overkill.

Tamworth has a lot to offer in its town centre and it will be great to see further investment in it. The castle grounds are amazing and something to be really proud of!

The rates are too high.

Something needs to be done about the town centre urgently. If you go into Lichfield on a Friday or Saturday evening the town is buzzing with people eating and drinking and with tables outside in the street. Conversely, Tamworth town centre is dead on these evenings. I feel so sorry for the pubs and restaurants. Similarly Lichfield town centre is busy on Sunday mornings and afternoons but Tamworth's streets are empty. This is so sad.

So far we have heard about the regeneration process. The college will move into the town to bring more people in but that's it. What other ideas are you putting forward?

I can't see how the move of Tamworth College to town centre will help achieve this. During the lockdown the Buzz Bingo club in town has closed which means there is now no bingo club for Tamworth residents. This was a popular venue for many people, especially the elderly. Anyone wanting to play now has to go to Kingsbury. Will the council do something to help provide entertainment venues that are able to meet many social needs?

As I have said Tamworth council need to maintain the housing they already have, green areas that need de-jungling before spending millions on fantasy ideas. Get the basics right first Tamworth council!

Why don't you stop promoting Ventura and actually focus on the town centre.

Firstly we need to see what we believe will be happening in 2040 . 2060 and 2080 Sustainability and affordable housing for all is a must. All citizens must have a clear living space Blue print and not be crammed in.

Need more small shops in the town centre.

This will be a huge opportunity to regenerate the town centre to the once bustling environment it was. Everyone knows that online e-commerce has ruined the high street, but there is still a demand for it regardless. We need to attract big names into redundant stores such as the ex Dunnes stores in Ankerside.

All town development should enhance the historic architecture of the town centre, with special consideration to the castle and the church environs. So much could be made of these areas.

It's about time!

I only really go in to town for the bank, doctors and optician, personally I find there is very little to attract me to going in to town for any other reason. Of I am going in to town for one of the aforementioned reasons I might wander through town if I happen to need something and am there anyway, but I don't make a special trip to go to the shops otherwise.

We should not plan to keep the same size town centre. It needs to shrink to concentrate the economic activity in a vibrant but smaller centre.

I think the town centre should concentrate on becoming a living space combined with retail. Personally I think Ankerside would be better as living space and keep the retail in the outer older buildings. Get these buildings in use again.

Better more varied shops and places for teenagers to hang out and feel safe.

Traffic needs sorting a new restaurants need to be on offer.

Not sure that moving college to centre will have desired effect.

What enviable leisure offer. ? Yes 21 million but according to a online presentation I saw you only spent £12. Where is the rest going it Who is it going to should I ask?

Comments about organisation priorities

To be financially stable:

Of course this is important and should be one of the council's basic aims. It is expected that you do so get on with it.

Sometimes you have to speculate to accumulate!

Increase local taxes and give us the services we need and deserve. Don't use government cuts as an excuse.

Financially stable could be achieved through high council tax charges etc. - personally I think this objective should be financially sustainable and efficient and effective in all that you do, seeking best value for taxpayers in all your activities.

Financial stability is critical for any town or community to be able to operate successfully.

Again a statement that holds lies! You state 'The council has a proven track record as a trusted custodian of public finances', whoever penned this has a very short memory or an extremely selective one! Let's not get me going on the failings of this council and its loss of £millions in the Iceland investment crash of 2008. Care to answer on this, please?

How do the council do this now?

What about Iceland? Where does that fit with the so called trusted custodian of public finances then?

It is important for any organisation whether it be private or public sector to be stable. However, it cannot be at the expense of ever-increasing tax increases and the assumption that the public have deep pockets. You need to demonstrate that you are providing value for money, using funds sensibly and ensuring that OUR money is not being wasted.

Stop raising rents and the town can start becoming economically stable again.

Obviously a desirable aim, but remind me, how much are you (or more accurately, us taxpayers) paying the incredibly inept council leader again?

Raise money for charging for the fireworks display. The new playground in the castle grounds was not needed. I have a small child and believe this should have been spent on improving the roads instead around the local area.

All opportunities should be considered in full & evaluated; however, more direct consultation & opinion of the town's residents needs addressing. All opinions have a merit in some form so the more the better.

Too much new industrial building going on when they should utilise buildings already there first and stop building on green spaces.

By this you mean continue to cut services after years of local and national government mismanagement.

Stop paying pay rises to high ranking staff and bonus for the poor work they do.

Money is wasted by the council. The budget should be put as one pot not a pot for roads, a pot for flowers, a pot for cleaning. In hard times the budget needs to be adjusted. As lovely as the flowers round the town are, the roads are in a terrible state and the street cleaning has been cut back to the bare bones. Visitors will not come to Tamworth for the flowers alone!

Tamworth is missing professional people. Not everyone wants to work and know people who work in a warehouse.

Run by Tories who cannot be financially stable. Priorities all wrong consistently. Wasting money on free fireworks whilst children are going hungry.

Stop blaming the government and the County Council We need transparency on all assets, liabilities and outgoings.

Clearly this is of major importance.

While economic stability is important, please consider that a large number of people are in financial difficulties due to covid measures reducing income, this is before the painful hike in energy costs.

You have too many highly paid, senior council officers for a town this size. Too many elected members that most of the population don't know or vote for. 20 Councillors would be adequate.

Challenge limits on Council Tax rises. Stop raising stealth taxes (green bin Charge etc.). Charge the proper (higher) council tax to enable the council to achieve its objectives.

I understand the reasoning but please don't let Tamworth lose its personality. Don't let it become glass and concrete with no character.

Need to begin looking after those who pay their way and encourage professional families into the housing in town.

Council will need to work creatively to acquire necessary funding.

Trusted Custodian of public finance. Who writes this stuff? What happened to the £25 million from the sale of the golf course ?

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

Your teams are at best mediocre. Just look at the services, the roads, oh the list goes on. Tamworth's team main aim is to keep their jobs.

Needs a lot of work, certainly not happening at the moment!

Ensure that employees live within the borough.

Important but don't let the tail wag the dog. Have the right people and maybe you'd need fewer of them.

Elected members need to show empathy for local issues and ensure impartiality not based on national political lines.

You really need to bring back opportunities for your staff and elected members to engage with the community Face to Face. If they aren't accessible they aren't truly accountable.

There should be something here about your staff living the council's values.

Yes I agree.

Standard practice as an employer to give the best to its employees. Surely you wouldn't expect less?

Training and the publicity of the worth and results of that training is never told to us.

Suggest all staff have an evolving training it will help retention

I would expect that all employees are already recruited on the basis that they have the relevant skills although accept that additional training may be required to keep up with technology, legislation etc.

However you need to be meeting residents face to face.

This is important to me but the council workers don't care about the people that live here.

It's very important but the conservatives don't care about people who aren't rich so I can't see this happening.

When you actually start doing something to help anyone other than yourselves it will be a start.

Whilst training is very important, ensuring the budget isn't blown on learning 'how to do something' rather than 'actually doing something' is important. Critical / essential training only in these times.

How will this be achieved?

Stop telling lies to get reflected with false promises.

I cannot comment as I have very little to do with the council generally.

Tamworth needs to smarten up!

You don't like having employees as d just want to privatise everything which results in poverty wages whilst companies make millions.

Publish all job descriptions and remuneration packages Organisation charts and working rotas if you are working for us you have to work the way that we tell you to.

There also needs to be a broader opportunity for jobs at TBC.

They won't be accountable if they aren't accessible. Modern technology offers so many ways for you to make this happen.

To ensure our service delivery is consistent, clear and focussed:

Information on this as published in such a way that shows the council in the most favourable light. Remember Statistics, statistics and damn lies.

Face to face again.

Nothing about quality in your services?

This is to be expected.

Should be a given and not arise as a 'Priority' because again that's a standard, not an added bonus!

But you do not do what you say.

Not that clear.

The Tories and clear is a myth. About as clear as muddy water.

Other than getting my bins emptied once a fortnight, (gee, thanks, in exchange for £1500 a year in council tax) you haven't delivered me anything.

How?

It is important for residents to know what their council tax pays for!

What services these are very poor and been cut back.

The only thing I would say is that confidence comes from the council showing the residents that things are happening not being told things are happening. Actions really do speak louder than words.

You have never managed to do this nor will you in future.

Improves each year offering better value for money Independent citizens set KPI's and measure and report.

Again, modern technology offers so many ways you active this.

Bin collection on Gungate is variable, potholes are a joke! Relay roads rather than repair!

Don't presume that everyone has on line capacity or capability.

To ensure our decisions are driven by evidence and knowledge:

Is someone kidding about this question or are you suggesting that flavours of the month, politically acceptable, or blind guesses would do just as well.

Ensure change is for the benefit of the residents and not big business.

This should really include finding out what residents think. We do get asked but very little seems to happen and no feedback on why things are done or not done.

Quote "build it and they will come". That is not intelligent. We should delay investment in the town centre until we fully understand if it is even needed now, let alone in the future.

What about based in best/leading practice and innovative solutions to the challenges of the borough?

The council needs to be more proactive with all its residents.

Please ensure you do just that then. Support evidence-based decision-making by ensuring the right individuals are in place to make those decisions. Currently lacking in this area though.

By being in evidence around the private and social housing estates and showing an outreach approach.

And not by what one or multiple councillors want or think is a good idea!

How is this collected, and by whom? We are rarely told any in depth results.

Again you need to do what you say.

When told about work needing doing doesn't get done.

Tories and evidence, don't make me laugh.

Believe it when I see it, not holding my breath though.

Not sure the council listen at all. How many more times do they need to do a substandard job in patching the road in Gungate? This should have been properly retarmaced 3 years ago instead of keep patching it only to have the road in a terrible state again 6 months later.

As mentioned above, consultation with residents needs to occur more. Numerous times I have read "we liaised with residents" but had no idea surveys had been produced (town centre development plans for one). Better communication is critical. Sources of information. How are they chosen as relevant when producing these surveys? Are they produced by those directly utilising the services being questioned? Etc etc. Data is great but only if it's relevant.

Too much money spent on the wrong things, paying for surveys.

As long as the evidence base is neutral and independent.

Listen to what the experts in the community tell you.

It's a cover up.

It's good to know the Council do listen to residents but show us that you are implementing what we want. You are supposed to put good ideas into practice for the benefit of all, not just to help the select few.

You don't listen. You think your decision making us correct all the time but it's not.

Verified by independent experts.

Easier contact methods for the community to use would be a starting point for TBC. A local community workshop ran monthly would be an excellent opportunity to engage with people from all areas of Tamworth to voice their opinions and concerns.

Something that has been apparently sadly lacking for some time.

Again, modern technology!

"Build it and they will come" J Oates This is not evidence based. It's amateur and ignoring the facts of changing use and need for town centres.

Stats are rarely used on communication with residents.

Comments on planned level of spending

1. You need to spend more overall. 2, Adopting different methods to improve efficiency and produce cost savings that can be used elsewhere is the way to go. For councils a high degree of home working is feasible then you don't need new offices. Indeed why one big office why not a set of distributed offices,

I would want to see benchmarks about how you're spending compares to comparable communities.

Homelessness needs to be eradicated in the town the Everyone In strategy proves that this section of society can be supported. The good work done through the churches and HOT also supports this.

It's as ambitious and achievable as previous years, so not holding my breath on TBC plans or indeed results!!

Get rid of the Staffordshire Police and crime and Fire and Rescue Commissioners.

Council tax banding needs revised.

Reduce the number of councillors Why do we need three per ward anyway?

The last couple of years have been unprecedented and the finances of both businesses and individuals has taken a hit. Please do not assume that we have bottomless pockets and can afford ridiculous hikes in our council tax. It is very frustrating when we have the maximum increase imposed on us with absolutely no say in the matter. I do not believe that every penny spent is carefully considered and accounted for as, having worked in the public sector, I know how much waste there is. Public sector organisations should treat this money as if they were spending their own funds and ensure that it is used carefully and appropriately.

Put more help in to moving families together or try and get less people on the council list by offering like a mortgage with the council where someone who has been in financial problems can buy a property of sorts from an estate agent via the council funding.

It isn't enough and is going in the wrong places.

It's difficult for someone outside of the council to judge, but I suspect your priorities will be very different from what a majority of taxpayers actually want.

Spending amounts can't be written in words. Knowing what the spend gets you and what impact it has is the key. Telling residents the amounts of ££ available doesn't mean anything until it's tangible and you say 'this is what you get'.

Spending on services is vital.

Planning department need a shake up.

The roads in Tamworth need to be addressed. They are not wide enough in some places and the road surfaces are terrible on most roads. Side roads have been re-tarmacked (the road by the Amington Arches) but not the main roads. People will be

claiming compensation for damage to their vehicles. Put the roads right for all our sakes.

Does the current location of the college render it 'broken'? If not, why try to fix it? This will not be a positive legacy from this council.

Tamworth has enough money but spent in the wrong areas. Please invest in housing inspector. Get repairs done before it costs Tamworth council more in the repairs. Also sort out these wild bushes green areas. Open the green areas up before Tamworth turns into a jungle.

I can't see which section comes under cemetery maintenance and assume it's open spaces.

Stop wasting money on fireworks!!!

Produce transparent targets alongside each planned expenditure Monthly reporting in the herald and radio.

Please remember there are many people who are already in the heat or eat situation when setting the level of council tax too much will probably put people out of homes.

Try to bring back the volunteering opportunities that have been destroyed by the Cuts since 2010.

Comments on savings and charges

Probably. Start with the total head count. Compare the wages of clerks to that of front face workers any that exceed should be cut down to size.

Number of councillors it has could be reduced. Pay structure could be looked at. The castle could be looked after by a national trust like company. With the number of people now litter picking could savings be made there? Have they already? If the castle and assembly rooms don't make money maybe other organisations should look after them or a conversation had, surely they should?

Charge for black bins, but recycling.

Do you really need so many staff now? And do we really need 30 Councillors that hardly anyone can make and bother to vote for. Why is there a Tenant Involvement Team when they don't get involved with your council tenants anymore?

Shared back office with other councils?

Not sure.

You could mow the lawns less often and allow the flowers (dandelions, daisys) to grow more as they attract the bees, or leave more patches of grass to go 'wild'.

Yes. Councillors self-indulgence spending and you know what areas this occurs at the public expense.

I feel that a little saving across each area would bring in the same revenue as just focusing on one or two.

Get rid of some of the councillors. There are too many.

Wages and expenses. These figures should be published.

Reduce the number of councillors and reduce the pay of the officials who earn too much.

Not having the expense of moving the College facility to a building that needs a complete internal restructuring to make it fit to be a place of education. You would be better to spend some of the funds improving the facilities at the current college which is more than acceptable.

Councillor's fees and expenses.

Get rid of Pincher.

Arts, assembly rooms and events.

Let's start with getting rid of the leader of the council. When you accept the pay, perks and privileges of the top job, you should also take the responsibility. Our town is a dirty, run down, unwelcoming awful place to be, with closed shops, dirty streets, and little worth going there for, the council leader should be held to account.

More large scale events where revenue could be made.

Translation services.

Reduce the number of the highest paid council workers.

Turn off street lights & stop light pollution. Remove CCTV cameras.

Sack the top managers this would save a fortune Stop paying bonus Stop wasting money on claims for damage to road users and repair roads properly.

Put the empty council properties to good use. Lower the business tax for the next 6 months to encourage businesses to prosper a little. Remove car parking charges one weekend a month to encourage more people to the town to shop longer and spend more.

Try to involve local voluntary groups into helping achieve some of the targets, for example gardeners who would be happy to trim hedges that cover road signs or local green patches where volunteers might be happy to share responsibility for mowing grass and maintenance.

Planting Tamworth castle grounds.

My following comment concerns cemeteries. Cemetery should be maintained as a dignified resting place at all times. In addition to funding via council tax, families of the deceased pay significant sums for various and numerous grave costs (plot, plot excavation, erection/removal of memorial, deed change etc.). It is therefore upsetting to families when visiting to find graves overgrown.

Fireworks!!!

Employee numbers and remuneration packages Reduce pension commitments. Less council premises. No income areas should face increased charges. I expect the council to perform better or change the accountable personnel.

Clearly by taking a closer look at how many grounds staff the council have working in the castle grounds. It has always been commented that 'this comes from a separate budget' which is probably even worse. Most areas of the town are hideously overgrown and neglected.

A cull of senior management and the number of elected members.

Any public events should be ticketed events not provided FOC so they are self-funding not coming out of the budget e.g. bonfire night should be at least £2 per person or family ticket for 4 of £6 extra members £1 each if you brought back collection of bulky items for free on dustbin day for say a small fee of £5 per item this would save you money on clearing up fly tipping also can you not negotiate with the tip in North Warwickshire re access. we are unable to use it because our private vehicle a 4x4 is not allowed in they class it as commercial which it is NOT.my daughter tried to access the tip to be told only one visit PER HOUSEHOLD every two weeks she needed to go 3x herself straight away it's no wonder people are fly tipping rubbish down every single lane in the area or on public spaces. Anybody should be able to use the local tip for free as much as they need to when they need to.

Increase Council Tax. You cannot cut your way to success, this is not levelling up!

Comments on the ongoing restrictions in the use of Marmion House

Wow, what an admission. It took an epidemic for us to realise that things could be done better if we changed.

Knock it down! Use an empty shop in town as a customer drop in centre and develop hubs around estates for Housing management and work remotely in the community.

It has been very poorly communicated with the public, simply nothing was said for far too long. I don't think anyone would disagree with it going to save money but a help desk with room should be available. Maybe this could be put in the library?

Personally I like to speak to people face to face however if I send an email I do expect an acknowledgement and to know what will happen next not just be left wondering if it has been seen or actioned!

How can anyone learn from others when there is no direct contact I think it is disgraceful that none of the council information can be dealt with in person? I do not wish to be forced into asking questions online or reporting highway matters "on the portal".

The council should maximise the opportunity of agile/home working and use more local offices for resident facing services. There should be more sharing of facilities with other public sector and voluntary services including agile touchdown spaces for residents who work in other public sector employers - and to be honest any employees - think about the regular London commuters.

We need to learn and embrace some of the positive changes that the lockdown and restrictions brought to the workplace.

First and foremost should be the availability of the services and the access to these. By closing, and now selling, Marmion House these clearly are not being achieved. What are your transparent service standards, can you answer this, please?

I was not aware of any ongoing restrictions.

Implement a 3 day work from home and 2 days in the Office, (Marmion House) work policy.

Marmion House not necessary. Have lovely old council chamber and many empty building in and on the estates where council workers could be placed. There are still many people who do not use the internet or telephone. What is the latest research on these numbers? Home working fine with opportunity to do group training and meetings as people need people!

Building is ok. Nothing wrong with it.

As long as the teams feel included and there is space to meet WHF should work.

I believe that Covid has meant that the ways of working have changed and remote or home working is perfectly acceptable. However, I strongly believe that you need to provide a face to face service (even if it is limited) to allow those people who would prefer to visit and see somebody in person the facility to do so. Not everyone likes to manage things online and sometimes a face to face meeting is the only way to get concerns resolved or questions answered. You should be reinstating a face to face option as soon as possible. For those people who are happy with digital ways of doing things then the facility to offer webchat etc. should be improved.

Home working badly needs to be wound down in order to improve your services.

It's ridiculous as I much prefer to go in and talk to someone about my issues and not have to try and call up possibly not get through or cut off. The person you need to talk to is never available its shambles.

It's a joke. If nightclubs and such can be open then why the restrictions on services that people actually need.

Everyone else is back at work, I have worked all the way through this pandemic, why not you?

No opinion.

I have only visited the building twice in over 30 years of residency. In a world of online access, a front of house is all that's needed in my opinion; however, this

doesn't mean keeping the building open for this purpose. I would suggest redeveloping the building as modern office rental with a painted brick facade to reduce the red brick block look. The council could be relocated into the town centre / high street in one of the unused buildings.

No, the council has not responded well to Covid.

You need face to face contact sometimes.

Restrictions everywhere have been abandoned. It would be perfectly easy to offer full service at Marmion House in a safe, socially-distanced way. The public needs access to Marmion House as always.

I have heard you intend to sell the building to make money. I think we all need to accept that the new BAU is going to involve hybrid working going forward and society need to accept that the way we do things are going to change.

Most of it is made up Tamworth second highest in the country lies to scare everyone.

The building is far too big for the staff. It must cost a lot of wasted money to heat and light it. The move to the Town Hall is welcomed. There are plenty of other unused council owned premises in the town if overspill is needed.

Staff who are able to work from home should be allowed to do so, providing adequate support is available if needed. The scale of the council activities at Marmion House should be scaled back as much as possible and perhaps relocated so that Marmion House can be transformed into something of social value to residents.

Just another excuse to reduce services and get rid of staff which impacts on the residents resulting in poor service.

Close it and sell to redevelopers.

Need some face to face options. Staff who are working at home need to be able to do 100% of their job and need to be monitored.

Marmion house is a dinosaur, but at the same time residents need a centre of focus somewhere. Not everyone is capable of using a computer or smart phone.

The building has been a white elephant since the day it was built and would've always been empty if TBC hadn't taken it over. You need to find ways for the public to have (digital) Face to Face contact with staff but this doesn't have to be in a physical building. Get rid of it (but good luck finding a fool to buy it).

Nothing is the same as seeing and talking to a person face to face. people employed should be in an office environment where possible not in their own homes using their broadband their electricity gas space etc. imposing on other members of the family's time and space and activities. Home life and work should be separate.

Convert most of the space in the "tower" to residential.

Shut it and convert it to housing.

Start working from the council buildings again, and stop using the excuse of it could take longer to answer your inquiry due to employees working from home.

Web services need to be improved.

Sometimes it is easier to speak to a person. Emphasis on line activities isolates some.

Was all ok at the time but should we not be getting back to normal.

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

The public response was excellent but I feel social media had media than the council...what did you put on Facebook?

Definitely, people should take more responsibility for their communities and work together to enhance their environments and this should include young people.

Yes, all options should be looked at.

Communities working together with support from the council will benefit all so should continue.

The same as above. You are making it a contactless council. Sitting at home.

The voluntary sector should only step in when the public/private sector fails. It is not a good choice to rely on it because it is a signal of failure.

Is there still a voluntary sector? If there are any opportunities to get involved they're not publicised.

Yes, plus more to encourage community activities such as the community litter pickers. We should be supporting developing initiatives such as "adopt a granny" but making sure there are appropriate "vetting" of community volunteers.

I agree.

As an NHS / Royal Voluntary Service volunteer I have first-hand experience of what the voluntary sector has had to endure during the last 18 months. Quite clearly the council should continue to and grow its support in these areas.

Not aware of voluntary sector response.

Take all offers from community support.

Almost too many voluntary groups some overlapping in what they do but very vital not just in the pandemic. What council resources are used to coordinate the work of such groups?

Any support that can be offered to help community efforts is appreciated. Perhaps you can promote these more so that residents can be aware and might encourage more volunteers to step forward.

Yes but you need to stop the system by which you prioritise those close to the councillor.

Help your homeless that work and the mental health suffers.

Yes, they should. I don't think the council did anything to help though as there is no evidence of such happening.

I don't have the knowledge to have an opinion on this.

No opinion.

Considering new things is always a good thing. Just ensure it's not at the waste of meeting to discuss for the sake of meeting to discuss. Clear action plan once again planned with consultation of those directly involved & affected.

It's all about using volunteers??? We pay more and more in council tax and are getting less and less.

Of course.

I cannot comment.

Yes.

Yes so when people do contact do don't dismiss us!

Webchat and internet have its place...but often Customers can spend a significant time going round in a loop, or getting "bot" generic replies. Webchat/internet not user friendly for older or disabled Customers and might result in you taking away their independence as if telephone contact access declines then they have to depend on third parties to help.

No. Stop getting others to do your work.

Support them and not weigh them down with bureaucracy.

I have seen none of the above, since the start of covid. At my age I was considered vulnerable, but I had to support my wife and myself. So I cannot make any knowledgeable comment.

This is the way forward Post Covid.

Any money used to invest in local communities to help them with more community self-help groups would be a step in the right direction.

Yes you should work in partnership as they probably understand the needs better

I am sure that if more people work from home this means the council is saving some money which could be invested in communities and voluntary sector.

Start helping the vulnerable in the community your selves and stop relying on community and the neighbourly efforts of individuals and groups.

Please consider those who work and are struggling!

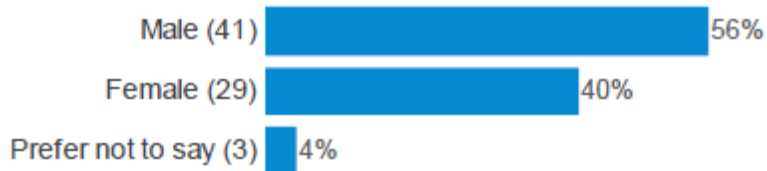
Support of most vulnerable is vital.

Yes they should where possible.

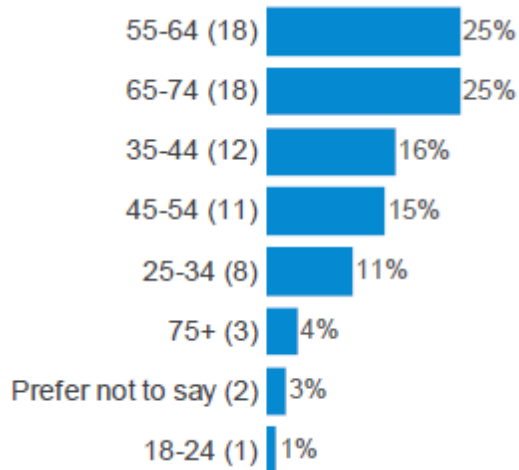
Profile of respondents to the Residents Survey

Gender

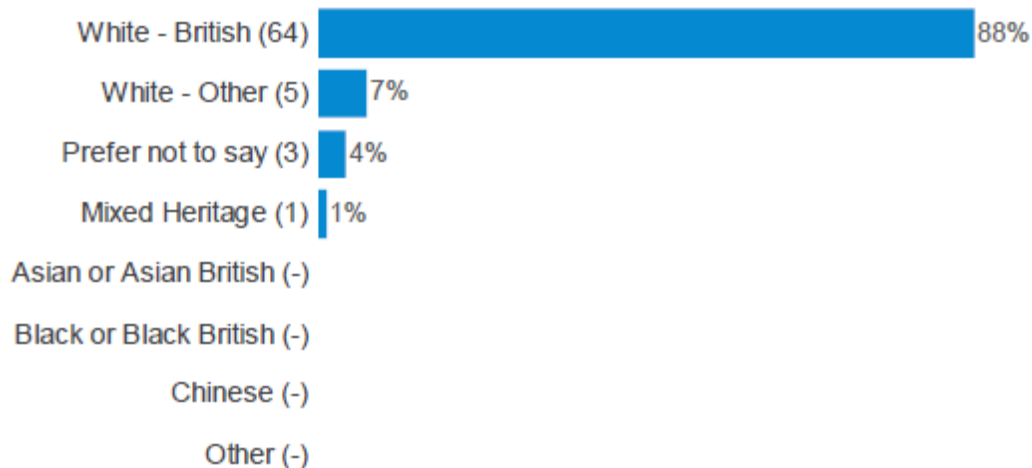
Are you male or female?



Age



Ethnicity



Disability

