



TBC Annual Residents Survey

1. Tamworth Borough Council Annual Residents Survey

Throughout this survey we ask you to think about 'your local area. When answering, please consider your local area to be the area within 15 – 20 minutes walking distance from your home.

1. Satisfaction with the local area

Overall, how satisfied or dissatisfied are you with your local area as a place to live? *

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

2. Satisfaction with the local authority

Your local area receives services from two councils, Tamworth Borough Council and Staffordshire County Council.

This survey asks about Tamworth Borough Council which is responsible for services such as refuse collection, street cleaning and planning.

Overall, how satisfied or dissatisfied are you with the way Tamworth Borough Council runs things? *

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

3. Value for money

In considering the next question, please think about the range of services Tamworth Borough Council provides to the community as a whole, as well as the services your household uses.

It does not matter if you do not know all of the services Tamworth Borough Council provides to the community. We would like your general opinion.

To what extent do you agree or disagree that Tamworth Borough Council provides value for money? *

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

4. Council responsiveness

To what extent do you think Tamworth Borough Council acts on the concerns of local residents? *

- A great deal
- A fair amount
- Not very much
- Not at all
- Don't know

5. Informed about the council

Overall, how well informed do you think Tamworth Borough Council keeps residents about the services and benefits it provides? *

- Very well informed
- Fairly well informed
- Not very well informed
- Not well informed at all
- Don't know

6. Advocacy

On balance, which of the following statements comes closest to how you feel about Tamworth Borough Council? *

- I speak positively of the council without being asked
- I speak positively of the council if I am asked about it
- I have no views one way or another
- I speak negatively about the council if I am asked about it
- I speak negatively about the council without being asked
- Don't know

7. Community identity

How strongly do you feel you belong to your local area? *

- Very strongly
- Fairly strongly
- Not very strongly
- Not at all strongly
- Don't know

8. Community Safety *

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
How safe or unsafe do you feel when outside in your local area after dark?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How safe or unsafe do you feel when outside in your local area during the day?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Trust in the council

How much do you trust Tamworth Borough Council? *

- A great deal
- A fair amount
- Not very much
- Not at all
- Don't know

10. Satisfaction with services *

	Response scale:	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	
Waste collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sport and leisure services (castle, assembly rooms, castle ground events etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and green spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Community cohesion (ethnicity)

To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together?

By getting on well together, we mean treating each other with respect. *

- Definitely agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Definitely disagree
- Don't know
- Too few people in local area
- All the same ethnic background

12. Community cohesion

To what extent would you agree or disagree that people in this local area pull together to improve the local area? *

- Definitely agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Definitely disagree
- Nothing needs improving
- Don't know

13. Anti-social behaviour

Thinking about this local area, how much of a problem do you think each of the following are.... *

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/No opinion
a) Noisy neighbours or loud parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Rubbish or litter lying around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Vandalism, graffiti and other deliberate damage to property or vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) People using or dealing drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) People being drunk or rowdy in public places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Groups hanging around the streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. How do you find out about

How do you currently find out about Tamworth Borough Council and the services it provides, including events in the Castle Grounds, at the Assembly Rooms and Castle? *

- Council website
- Arts and Events website
- Castle Website
- Printed information from the council posted to your house
- Council texts
- Council emails and e-newsletters
- Arts and events emails
- Castle emails
- Direct contact (e.g. contact with council staff, public meetings and events)
- Council's social media (e.g. Facebook, Twitter, Instagram, TikTok)
- Arts and Events social media (e.g. Facebook, Twitter, Instagram, TikTok)

- Castle social media (e.g. Facebook, Twitter, Instagram, TikTok)
- Social media pages not run by the council
- Advertising on billboards/buses etc.
- From your local councillor
- Local media (e.g. newspapers, TV, radio, social media pages)
- Word of mouth (e.g. friends, neighbours, relations)
- Do not find out any information
- Other (please specify):

15. Did you know? *

	Yes	No	Not sure
That the assembly rooms and all the performances are run and managed by Tamworth Borough Council?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That Tamworth Castle is run and managed by Tamworth Borough Council?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That many of the events in the Castle Grounds (Summer Castle Fest, annual Fireworks display, St George's event etc) are run and managed by Tamworth Borough Council?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. Perception of facilities and amenities in Tamworth
How satisfied are you with the leisure, entertainment, and shopping, facilities and amenities that are available in and around Tamworth? *

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Don't know

17. Priorities for the council

Our Tamworth Borough Council vision is 'Tamworth – celebrating our heritage, creating a better future'

This vision describes what we're aiming to achieve in the long term.

To help us achieve this, we have five priorities:

1 The Environment Reducing litter and fly tipping Working to reduce the impact of climate change Supporting people to recycle and reduce waste Working to protect, maintain and improve our green spaces

2 The Economy Support businesses to promote business growth and new businesses in Tamworth Support businesses to generate local employment opportunities Make sure Tamworth has good quality and affordable housing Encourage people to come and visit Tamworth and enjoy the attractions of our town

3 Infrastructure Update local plans to improve transport links within Tamworth Improve existing walkways and cycle routes Make sure people can access our services digitally

4 Living in Tamworth Make sure there is adequate supply of affordable housing Invest in neighbourhoods and local areas Support job creation and seek to protect the local economy Improve and promote Tamworth's events and historic and cultural heritage Help everyone feel safe in their neighbourhood and with others reduce the fear of crime

5 Town Centre Develop the street markets and events Create a scheme for 'created in Tamworth' Work to improve the night-time economy, including improving night-time transport options Encourage local people to be proud of Tamworth and its rich history Develop a new Tamworth Enterprise Centre as part of plans to improve and transform the town centre Make the town more accessible Encourage the growth of the food and leisure choices in the town

How important do you think are each of these priorities are, on a scale of 1-5? *

	1 = Very important	2 = Fairly Important	3 = Important	4 = Slightly Important	5 = Not at all important	
1 The Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 The Economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Living in Tamworth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Town Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. Council Spending

Financial stability is and has been the key requirement for local authorities. Following the national response to the pandemic, it is likely that Government funding to local councils will reduce in the future.

At the same time, the current cost pressures we're all facing will increase our running costs and reduce income, so we must make plans to reduce costs and make financial efficiencies.

We would like your views on how or where you think it could make efficiencies and reduce costs.

For the following services, do you think we should spend more, the same or less?

The planned spend for the current financial year for each service appears in brackets *

	More	Same	Less	No opinion
Sports & Leisure (£448,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heritage/Castle (£679,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arts, Assembly Room & Events (£1,541,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refuse collection & recycling (£3,289,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks, open spaces & street cleaning (£2,579,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tackling anti-social behaviour (£444,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving the economic, physical, social and environmental condition of Tamworth (£261,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grants for voluntary organisations and charities (£147,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Commissioning (buying) services from voluntary organisations and charities (£332,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing (excluding Council Housing) (£184,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing advice, grants and homelessness (£519,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business support and advice (£411,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved access to information/customer services (£888,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. Where should we reduce costs?

From the services listed below, if we had to make savings or reduce costs, which services do you think we should look at?

Please choose three. *

- Sports & Leisure (£448,000)
- Heritage/Castle (£679,000)
- Arts, Assembly Room & Events (£1,541,000)

- Refuse collection & recycling (£3,289,000)
- Parks, open spaces & street cleaning (£2,579,000)
- Tackling anti-social behaviour (£444,000)
- Improving the economic, physical, social and environmental condition of Tamworth (£261,000)
- Grants for voluntary organisations and charities (£147,000)
- Commissioning (buying) services from voluntary organisations and charities (£332,000)
- Housing (excluding Council Housing) (£184,000)
- Housing advice, grants and homelessness (£519,000)
- Business support and advice (£411,000)
- Improved access to information/customer services (£888,000)

20. Should we increase charges?

Along with making savings, we could look at increasing how much we charge for things like parking, commercial property rental and leisure activities.

If we were to increase the amount we charge residents and business, please choose two areas we should consider?

The expected income in for the current financial year appears in brackets *

- Car parking (£599,000)
- Public charges for leisure and other activity (£1,112,000)
- Waste management (£1,597,000)
- Public spaces (£687,000)
- Commercial property (£1,780,000)

21. Council Tax

We do not believe our residents want to see any Council services cut, but we also understand that tax increases are a burden to us all. This is why we are asking you to tell us your broad priorities for Council services.

The Government have suggested small councils like Tamworth, can increase their council tax by 2%, or £5 per year or more. This is based on a Band D council tax property.

Our three-year budget plan included a £5 increase in 2022/23 with a further £5 per year every year.

However, given the rising costs, a bigger increase needs to be considered.

What would you consider to be an acceptable Council Tax increase (based on a band D council tax property)? *

- £1.00 Option A (0.52%)

- £3.82 Option B (1.99%)
- £5.00 Option C (2.61%)
- £10.00 Option D (5.21%)
- £19.00 Option E (9.90%)

22. Further comments

If you have any further comments about how Tamworth Borough Council could reduce spending, please let us know for each of the services. *

Comments boxes for each

Sports & Leisure

Heritage/Castle

Arts, Assembly Room & Events

Refuse collection & recycling

Parks, open spaces & street cleaning

Tackling anti-social behaviour

Improving the economic, physical, social and environmental condition of Tamworth

Grants for voluntary organisations and charities

Commissioning (buying) services from voluntary organisations and charities

Housing (excluding Council Housing)

Housing advice, grants and homelessness

Business support and advice

Improved access to information/customer services

23. Making a complaint, comment of compliment

As a Council, we want to offer a service that is right first time – every time. However, we accept that things do not always go as planned.

We aim to resolve all issues at the first point of contact. We may need to make some further investigations as we're doing this, but we'll keep the customer informed as we make the relevant enquiries.

If we can't reach a resolution, customers are invited to make a formal complaint.

Have you complained to the council?

Have you made a formal complaint to Tamworth Borough Council in the last three years?

*

- Yes
- No
- Don't know

24. Thinking about the handling of your complaint, do you agree or disagree with the following? *

	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Not applicable
The process was clearly explained to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I knew what was happening in my case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was contacted in a way which suited me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt I had my say in the process and I was listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt my complaint was understood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The staff I spoke to were courteous and helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. We're updating our complaints policy

We are currently reviewing the way we handle complaints to make sure our policy meets new requirements issued by the Housing Ombudsman, and we'd welcome your thoughts on our approach.

What is a complaint?

In our new policy a complaint is:

An expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents

The following are complaints:

- Where something has been reported to us and the work has not been completed,
- Where something has been reported to us and it has taken longer than we said it would to sort,
- When we've not provided a service to the standard stated,
- Not answering a customer's question or delivering a service,
- Not following our own policies, rules or procedures,
- Discrimination or harassment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation
- A delay in taking in action without a good reason,
- Giving incorrect or misleading information.

Do you agree with these? *

- Yes
- No
- Don't Know
- No opinion

26. When it's not a complaint

There are times when we cannot investigate a complaint, this is usually because there are other separate independent appeal processes or procedures that should be followed.

In our new policy, we're making it clearer on when something isn't a complaint that we can't investigate as part of our policy, please tell us if you agree with our list.

What isn't a complaint that we can investigate?

- Complains about something that happened over six months ago,
- A request for something, for example reporting an issue with litter, fly-tipping, graffiti. These are counted as requests for work and not a failure, Request for support from environmental health, such as with a noisy neighbour, dirty restaurants,
- Reporting a social housing repair, or when the target date hasn't been reached,
- Issues about licenses, permits, approvals, consents, permissions or registrations or any related enforcement actions (these are dealt with under other procedures),
- Complaints that are following a judicial process or legal process (such as a planning decision),
- An appeal against a Planning application, a Housing application, a Benefit award decision, a parking ticket or statutory notices (these are dealt with under other procedures)
- Complaints about staffing appointments, dismissals, pay, conduct and other Human Resource policy and procedures,
- Complaints made by members of staff against other members of staff that are covered under other policies,
- Complaints against members/councilors conduct (these are covered under a separate code of conduct).
- Anything where legal proceedings have been started.

Do you agree with this list? *

- Yes
- No
- Don't know
- No opinion
- If No, please tell us why.

27. Updates to the complaint process

At Tamworth Borough Council we have a two-stage complaint process.

This is where there are significant changes to our policy. We still have a two-stage process, however we're proposing to change the timescales at each stage.

If the customer remains dissatisfied, they can then refer their complain to either the Local Government and Social Care or the Housing Ombudsman.

Thinking about the complaint process, do you agree or disagree with the following? *

	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Not applicable
This proposed process is an improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time taken at each stage is an improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The process is fair and reasonable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please share with us any other comments you'd like to make about our complaints policy.

About you

Please describe yourself.

28. Which of the following best describes you? *

Male

Female

Prefer not to say

Other (please describe):

29. What is your age? *

18-24

25-34

35-44

- 45-54
- 55-64
- 65-74
- 75+
- Prefer not to say

30. What is your Ethnic group *

- I do not wish to disclose my ethnic origin

White

- English, Welsh, Scottish, Northern Irish, British
- Irish
- Gypsy or Irish Traveller
- Any other White background (please specify below)

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Nepalese
- Chinese
- Any other Asian background (please specify below)

Black, African, Caribbean or Black British

- British
- African
- Caribbean
- Any other black background (please specify below)

Mixed or Multiple ethnic

- White and Black Caribbean
- White and black African
- White and Asian
- Any other mixed background (please specify below)

Other Ethnic Group

- Arab
- Any other Ethnic Group (please specify below)
- Other (please specify):

31. Please enter your postcode? *

32. Are you: *

- A local resident
- Representing a local community or voluntary organisation
- Responding as a local business
- Local Councillor
- Someone who works in the borough but a resident elsewhere
- Other (please specify):

33. Please tell us your email address if you'd like to:

Join our citizens panel, a group we send regular surveys and consultations to for views.

Be entered into a prize draw for one of five £30 worth of gift vouchers for a local shop of your choice.

Winners will be chosen at random from all valid entries limited to one entry per person. *

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