

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

Annual Report to Tenants

2021 – 2022

Note for reader: This is a draft document and some data is still being collected. Any text in blue is still being collected and is data from the previous financial year.

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

Welcome to your Annual Report

Welcome to the 2021-2022 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.

Customers remain at the heart of Neighbourhood Services and we continue to lead the way in tenant involvement and scrutiny across Tamworth, in the hope that other tenants will follow.

We remain committed to improving people's homes. Within the report we have included just some of the things we have worked on this year to make your homes and estates more than just a place to live.

We have a very busy year ahead and now - more than ever - it is crucial that you, our tenants, get in touch, get involved and have a real say in the future of your Neighbourhood service.

We would encourage everyone to get involved in any way that they can – even something as simple as filling in an online survey can make sure that your views are heard and that the council know what is important to you.

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

Who We Are



Total number of properties: 4325

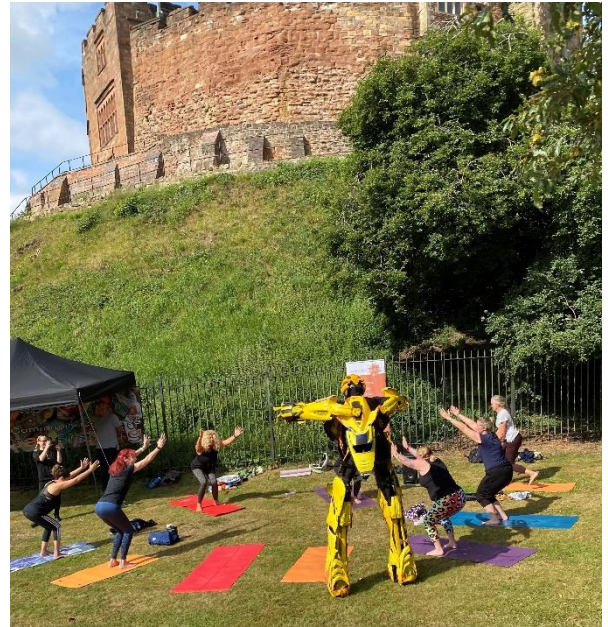
Type of properties available to tenants

Row Labels	Total Properties as at 31.03.2022
Amington	408
Belgrave	297
Bolehall	345
Borough Road	41
Coton Green	65
Dosthill	79
Fazeley	111
Gillway	219
Glasgote	570
Hockley	148
Kettlebrook	203
Leyfields	450
Stonydelph	705
The Leys	60
Town Centre	393
Two Gates	21
Wilnecote	203
Grand Total	4318

Property Type	0 Bed	1 Bed	2 Bed	3 Bed	4+ Bed	Total
BEDSIT	1					1
BUNGALOW		203	32			235
FLAT/MAISONETTE		707	532	20		1259
HOUSE			563	1739	156	2458
SHELTERED		324	38	3		365
Total	1	1235	1165	1762	156	4318

A Year in Pictures 2021/22

Note to reader: final copy will include a selection of high resolution images of events that took place during 2021/22. A few screen shots have been included in this draft for reference



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.

<p>There are various ways for customers to get involved</p>	<p>Digital Involvement has continued as tenant working group meetings were held virtually through most of 2021</p>	<p>Analysed 2187 surveys from customers</p>	<p>Welfare Calls to vulnerable and isolated tenants continued until September 2021</p>
<p>Tenant Inspector training and awareness held to recruit new tenant inspectors and refresh knowledge for existing inspectors</p>	<p>Annual programme of Estate Inspections</p> <p>10 Completed</p> <p>covering all wards across the borough</p>	<p>417 Tenants registered on the Database of Involvement -</p>	<p>Review of the estate inspection programme leaflet, the tenant involvement leaflet and the complaints customer satisfaction survey</p>
<p>Quarterly reviews of the Tenant Involvement and Consultation Strategy Action Plan</p>	<p>Rent Accreditation group members met with a representative from HQN to discuss their involvement opportunities and the rent and income information/letters/leaflets etc. they have been consulted on</p>	<p>Tenants Consulted with the Council and helped review new draft repairs policy</p>	<p>Gave feed back and content suggestions for council publications including Open House</p>

Get Involved!

Note for reader: This section in final report will use our get involved tenant participation flyer to demonstrate the different ways tenants can get involved and support the way the council it run. A screen shot of this poster has been included for reference but a high resolution full page image will be used in the final copy



Ways to get Involved!

There is a variety of ways for you to work with us to improve your Neighbourhood Services. The options are designed to suit varied needs and lifestyles – whether you can spare only 10 minutes a month or attend regular meetings – there is something here for everyone.

- 1 Tenant Consultative Group**
These meetings take place every two months and give tenants and leaseholders from across the borough the chance to discuss and agree decisions on a range of issues that affect all tenants including policy, practices and finance matters.
- 2 Tenant Involvement Group**
This group meets every three months and closely monitors customer feedback and performance across Neighbourhood Services and makes suggestions for service improvements.
- 3 Complaints Review Panel**
This panel meets every three months with Neighbourhood Officers and looks at the different kinds of complaints that are being received and what customers are really telling us.
- 4 Anti-Social Behaviour Scrutiny Group**
Customers from a different range of tenures meet to monitor performance, discuss issues of concern and contribute to service delivery.
- 5 Tenants Voice**
This is an Editorial Panel who meet regularly to review Neighbourhood Services publications, newsletters and leaflets to ensure the content and design is clear, user friendly and meaningful.
- 6 Seniors United**
This is a forum for sheltered housing tenants to get together, share ideas and experiences and discuss issues relevant to their needs.
- 7 Tenant Inspectors**
Tenant Inspectors are provided with the opportunity to inspect communal cleaning services being delivered across Tamworth estates and can call managers to account if services do not meet the required standards.
- 8 Surveys & Questionnaires**
Tenants are either randomly selected or targeted to offer their views and opinions on key services, by either telephone, post or email.
- 9 Repairs Working Group & High Rise Tenants Group**
LAUNCHING SOON – Keep a watch out for further information.

By getting involved, you can tell us what matters most to you so we can better tackle your concerns and develop services to meet your needs.

If you are interested in taking part in any of the wide range of activities, panels and groups managed by the council's tenant involvement team, visit: www.tamworth.gov.uk/tenant-involvement, email: TenantParticipation@tamworth.gov.uk or call 01827 709709 for more information.

Customer feedback

Complaints, Compliments and Service Requests

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

We value all feed back and encourage tenants to tell us about their experience, good or bad, and/or suggest ways to improve our service delivery. This feedback can help us to:

- Enhance our reputation
- Improve our performance
- Improve our business processes
- Re-design our services
- Train and develop our staff
- Share good practice

A total of **323** complaints, compliments and service requests were received within Neighbourhood Services during 2021/2022. Of the total received **75%** were classified as complaints, **15%** service requests and **10%** compliments.

	2019/20	2020/21	2021/22
Complaints	174	238	242
Compliments	36	32	33
Service requests	222	202	48
Total	432	472	323

	2019/20	2020/21	2021/22
Number of stage 1 complaints	159	223	213
Number of stage 2 complaints	15	15	29
Number of complaints upheld	22	79	40
Number of compliments	36	32	33

Across the total number of 242 complaints:

- **171** relate to repairs contractors Wates & Engie (inclusive of Engie Gas)
- **25** relate to Housing Solutions
- **26** relate to Tenancy/ASB issues
- **3** relate to planned maintenance/ Repairs
- **14** relate to Property Services
- **3** relate to “other”

Across the total number of 33 compliments:

- **2** relate to repairs contractors Wates & Engie (including Engie Gas)
- **7** relate to Housing Solutions
- **15** relate to Tenancy/ASB issues
- **9** relate to other housing services

In summary, 242 complaints were received within Neighbourhood Services during 2021/2012. This is a significantly small proportion in relation to **4318** household tenancies.

Complaints Upheld

During 2021/22 there were a total of **40** complaints, that following investigation, were classified as upheld. Here are some examples of complaints we received and how we resolved them with the tenant.

- Complaint received for Repairs – Complaint was due to delay in completing a repair as initially the incorrect materials were ordered. - Accepted resolution with tenant: Apology for not delivering the expected standard.
- Complaint received for Housing Solutions and Repairs – A Turn on and Test for the gas boiler in a property was not carried out within the required timescale. - Accepted resolution with tenant: One weeks rent charge was credited to their rent account

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.

Have your say:

- Ask any member of staff to complete the complaint, comment or compliment on behalf of the customer.
- Visit our website at www.tamworth.gov.uk and use the 'contact us' button on our homepage.
- Download our mobile app 'My Staffs'
- Text 'tellus' to 88020.
- Customers can also contact us in writing,
- Telephone 01827 709709 or call in to see us at Marmion House, Lichfield Street, Tamworth, Staffordshire, B79 7BZ where an officer will record the complaint.

Home

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

	2019/20	2020/21	2021/22
Percentage of repairs completed on first visit	88.58%	85.44	95%
Customer satisfaction for responsive repairs	95%	94%	97%
Percentage of appointments made and kept	88.27%	87.33	97%
Percentage of complaints relating to the repairs service	35%	30%	
Percentage of complaints relating to the gas service	1%	0.54%	

Average number of calendar days to complete a repair 11.56 days	Number of Roofing Jobs 101	Number of Gas Services 3,678	Number of Void properties 289	Number of responsive repairs 15,744
Number of Electrical tests/Inspections 619	Number of Boiler replacements 154	Percentage of repairs completed at first visit 95%	Average spend on an empty property £4,276	Total cost to carry out responsive repairs £1.4m

Gas servicing

Tenant satisfaction with gas servicing arrangements

2019/20	2020/21	2021/22
98%	99.05%	98%

We continue to undertake gas safety checks but have introduced along side it a similar electrical safety check, using similar methods, which will help ensure building safety. We have seen an improvement with access to properties in the last 12 months to carry out these checks.

Planned maintenance

In 2021/2022, we spent approximately **£3,384,556** on planned home improvements

Improvement Programme	How Many	Total spend
Kitchens	129	£991,288
Bathrooms	92	£480,000
Roofing	101	£1,004,499
Windows and Doors	104	£648,819
Disabled Adaptations (Major and Minor)	30	£112,620
Heating installations	154	£147,330

Disabled Facilities Adaptation (DFA)

The Disabled Facilities Adaptation (DFA) scheme is designed for Tamworth Borough Council Tenants to give them access to property adaptations to support the needs of people in the household with disabilities.



How to Apply

To start the DFA application process, and receive an initial assessment, please contact Staffordshire Cares (Social Services at Staffordshire County Council) on:

- **For Adults - 0300 111 8010**
- **For Children - 0800 1313 126**

As part of the initial assessment, Staffordshire Cares will assess if they can offer additional support such as:

- Freestanding Equipment – Walking frames, Shower Chairs, Toilet Frames etc
- Care or support packages
- Minor Works – such as grab rails or small ramps
- Identifying larger work for a DFA application

Picture: A wet room installed on DFA programme

Next Steps

If DFA work is identified, a referral will be made back to Tamworth Borough Council and we may arrange for an Occupational Therapist (OT) to visit your home for a full assessment.

Who will do the Work?

Once we have the recommendation on what work is required in your home, we will work with our partners at Equans to project manage and carry out both minor and major adaptation work.

For Existing DFA Applications

If you need to discuss an existing application, please contact customer services on 01827 709709 or email dfa@tamworth.gov.uk

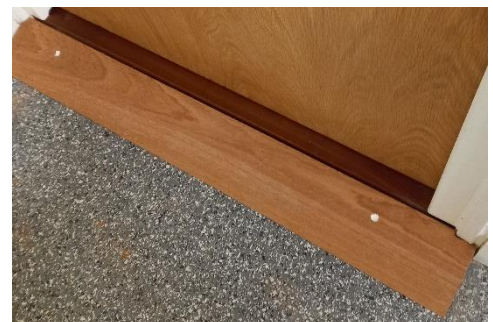


New Fire Doors in High Rise Blocks

The installation on new fire doors throughout the high rise blocks continues. These doors meet newly introduced fire safety regulations, and each door is a certified 30-minute fire door. Meaning it would take a fire approx. 30 minutes to burn through it and continue to spread.

To support residents in the high rise blocks and help them maintain their independence ramps have also been fitted with some of the new doors to make it easier for residents to enter and exit their homes.

Pictures: New fire door and ramp



Capital works investment in Sheltered Housing

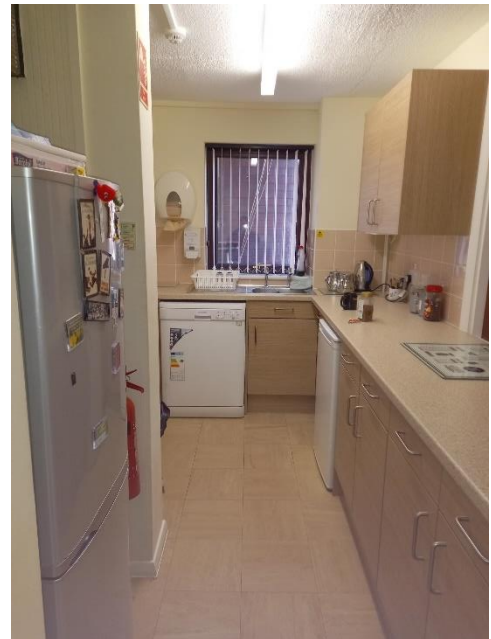
We deliver programmes of work across the Borough to maintain high standards in our housing. Amongst that programme we completed the following in our sheltered housing schemes:

- Cheatle Court and Ankermoor Court had new carpets fitted throughout all communal areas. New generation lighting was installed in communal areas which are more environmentally friendly and more cost-effective. All communal hallways were freshly painted and decorated in both schemes.
- Thomas Hardy Court's conservatory roof was upgraded and replaced with a solid roof and Velux windows. This will last longer than a traditional conservatory roof so the upkeep costs and repairs and replacements will be reduced and the area within will be better insulated.



- Bright Crescent's communal lounge was redecorated and the carpet replaced with a hardwearing vinyl floor which will be easier for estate cleaners to maintain and will last longer before it needs replacing. Bright Crescent's communal kitchen was completely refurbished making it lighter, brighter and easier for residents to use.

Pictures of Bright Crescent kitchen and Lounge



Reparis Contact centre

Our Repairs Contact Centre reaches its second anniversary on 1st April 2022 and we have been gathering satisfaction information, which has been reviewed to improve our services.

Thank you to all the customers who helped us by providing feedback. Through conversations with our customers, we have identified several service innovations to include:

- extending our range of appointment availability
- enhancing our customer contact with pre-appointment text confirmations and
- follow up post repair telephone calls.

In line with our continued commitment to assisting our tenants, we have worked with our contractor to develop a range of 'How To' videos to help to resolve minor maintenance issues such as a blocked waste pipe or a tripped fuse. Please take a look on our website **[www.tamworth.gov.uk/housing repairs](http://www.tamworth.gov.uk/housing_repairs)**. Following the simple demonstrations could save the inconvenience of having a facility out of action, or in having to wait in for an operative to attend. Of course, should customers still require our assistance after viewing the videos, we remain on hand to help and can be contacted on Freephone 0800 183 0044 or email: **repairs@tamworth.gov.uk**. Alternatively, why not go to our website

Looking Forward 2022/2023

- We will commence an essential building maintenance project to renew and replace all the soil waste pipes within 6 high-rise blocks.
- We will upgrade the heating in the high rise blocks and eringden with a more effective and cost efficient system.
- We hope to partner with Lichfield Council to offer a joint in house Occupational Therapist service to help ensure our properties remain accessible for tenants with disabilities.
- Our garage regeneration programme was delayed due to covid but is now on track to start in 2022. Our programme will cover 29 sites where some garages will be demolished and the land turned into open space parking and on some sites we will build new garages.
- We will continue to deliver programmes of work across the Borough to maintain high standards in our housing.
- We will continue to undertake gas and electrical safety checks to ensure building safety
- 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.
- Neighbourhoods regeneration will deliver around 500k worth of works and includes projects such as new furniture for sheltered housing and improvements to parking areas as well as reconfiguring rear communal areas to provide better access to the gardens and drying areas.

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 waiting list, by band, as at 31st March 2022 was **544**

Band 1+	2
Band 1	109
Band 2	223
Band 3	162
Band 4	48
Total	544

Did you know?

<p>Optional welfare benefit checks Customers are given an optional welfare benefit check at the start of their tenancy which also includes referrals to support agencies</p>	<p>Average time between lettings 38 days on average to let properties</p>	<p>Total number of properties for re-letting 289 of council properties became available for re-letting; approximately 24 per month, 40 of these were refused</p>
<p>Finding a Home Customer Satisfaction Survey This is under review as we return to post Covid-19 service levels</p>	<p>Housing Choices Housing Solutions offer interviews to all applicants to ensure that customers are aware of all housing choices available to them</p>	<p>Early intervention to prevent homelessness Early intervention prevented or relieved 187 households becoming homeless</p>
<p>Length of Bed & Breakfast stay The average length of stay in Bed & Breakfast was 23 nights. This was within the 42 night limit set out by government legislation</p>	<p>Temporary accommodation On 31st March 2022 there were 17 households in temporary accommodation, 2 in Bed & Breakfast, 0 in Private sector leasing temporary accommodation units and 15 in council owned temporary accommodation units</p>	<p>Incentive to Move Delivered the incentive to move programme, which is designed to release larger family accommodation</p>

Homeless Services

Our aim is to provide high quality short-term accommodation together with a dedicated team who provide a visiting support service for people who are faced with homelessness. Our support is to help people through the crisis they face and to prepare them to successfully move on to their own independent tenancies.

We have 20 self-contained flats in total across 2 sites, both of which are both near to local amenities and good public transport links.

We offer help, guidance and advice such as:

- Claiming welfare benefits
 - Help in sorting out debt problems and budgeting
 - Support and encouragement in career choices and gaining qualifications (e.g. keeping you up to date with where and what courses are available, help with forms, and CVs and accompanying you to appointments)
 - Keeping you motivated and involved in decision making
 - Contact other services/ agencies on your behalf
- **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



Communal garden area from one of our Homeless Services sites

Sheltered Housing

Sheltered housing provides people aged 55 and over with another housing choice in Tamworth.

Sheltered housing can be flats, studios or bungalows and are let unfurnished.

- Each property has its own front door, bedroom(s), lounge, kitchen and bathroom;
- An emergency intercom alarm system with pull cords in each room available 24 hours per day to give you peace of mind when you need help; and
- Scheme Manager on site Monday to Friday from 8.45am to 5.00pm, although these times may vary (excludes bank holidays).
- We visit all new sheltered housing tenants within 24 hours of moving in to help people settle in, show where communal facilities are, demonstrate how to use the door entry system, community alarm equipment and explain what to do in the event of a fire
- We aim for all sheltered schemes to have a bi monthly residents meeting. The purpose of the meeting is to ensure tenants are involved with the running of their scheme and what is going on, which helps combat social isolation and tenants are left feeling involved
- We aim to carry out a Tenancy Sustainment Plan (TSP) (previously a Support Plan) with all new tenants within 4 weeks of their tenancy start date. A TSP is an action plan agreed with the customer(s) to look at how individuals needs can be met.

<p>100% of monitoring sheets completed in relation to Legionella</p>	<p>100% of Needs Assessments carried out at all sheltered schemes for potential applicants –68 where completed</p>
<p>Annual Health and safety inspection program completed across all schemes</p>	<p>Life line pull cords answered 24/7</p> <p>Outside office hours Eldercare answered 8181 alarm calls.</p> <p>84.32% of alarm calls answered within 60 seconds</p>
<p>100% of new tenants were visited with 24hrs of moving in</p>	<p>100% of new tenants complete Tenancy management plans with their scheme manager within 4 weeks of moving in</p>

Rent

In section we will show you how we keep rent at an affordable amount for our tenants and work with tenants to ensure they can maintain their tenancy.

Tamworth Borough Council operates a 48 week rent year to give tenants 4 weeks rent free. This is to support residents with year round budgeting, allowing for seasonal fluctuations in household budgets and where needed creates opportunity to support tenants with debt management.

Rent Free Weeks this year are, week commencing:

28th August 2021

21st March 2022

20th December 2021

28th March 2022

Next year's rent free weeks will be, week commencing:

22nd August 2022

20th March 2023

19th December 2022

27th March 2023

	As at 31st at March 2020	As at 31 st March 2021	As at 31 st March 2022
Number of Council Tenants on Universal Credit	1072	1449	1617
Number of Council Tenants on Universal Credit in Rent Arrears	663	680	749
Percentage of Council Tenants on Universal Credit in Rent Arrears	61.85%	46.93%	46.32%
Number of Council Tenants on Universal Credit not in Rent Arrears	409	769	868
Percentage of Council Tenants on Universal Credit not in Rent Arrears	38.15%	53.07%	53.68%

Average rent (excluding service charges)

Property Type	Weekly	Monthly
1 Bedroom Flat/Maisonette	77.26	309.04
2 Bedroom Flat/ Maisonette	87.41	349.64
1 Bedroom Bungalow	86.10	344.40
2 Bedroom Bungalow	97.69	390.76
2 Bedroom House	96.00	384.00
3 Bedroom House	98.22	392.88
4 bedroom House	110.66	442.64

<p>Reduction in evictions</p> <p>The number of evictions carried out for 2021/2022 was 2 No evictions during 2020/2021 due to Covid (Ban on evictions)</p> <p>Eviction is always the last resort</p>	<p>Notices of seeking Possession</p> <p>The number of NSP's Issued for rent arrears in 2020/2021 was 712 compared to 698 in 2019/2020</p>	<p>Rent Incentive Draw</p> <p>Our quarterly rent incentive draw continues with a prize of £250 to encourage tenants to keep a clear rent account</p>
<p>Rent collected as a % of annual debit</p> <p>Rent collected as a % of annual debit was 101.57% for 2020/2021 and 101.44% for 2021/2022</p>	<p>HQN (Housing Quality Network) Review of TBC's rent against government rent policy</p> <p>The income Team continue to work through the 3 Accreditation Action Plan</p>	<p>Early Intervention</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>

Rent Accreditation Award

Tamworth Borough Council's Income Team has successfully been awarded the **HQN Accredit: MIST (Housing Quality Network Accreditation - Maximising Income; Sustaining Tenancies)** for the second time, following an intense assessment of the service.

HQN's assessor considered that the service strengths outweighed weaknesses in all six modules and recommended that Tamworth Borough Council be awarded the HQN Accredit: MIST. In evaluating Tamworth Borough Council's service against HQN's accreditation standards, the assessor examined the self assessment bid, together with supporting documents in addition to carrying out an online reality check including interviews, focus groups and case reviews.

Some of the service highlights were that Tamworth had a clear strategic policy and performance framework that was reflective of best practice and Tamworth's ethos and policy regarding income management retained an explicit focus on tenancy sustainment, looking to avoid legal action unless necessary. Tamworth has a robust corporate approach to delivering value for money using a range of benchmarking services and demonstrated a robust, smart, action plan including actions specific to the Covid-19 pandemic.

Tamworth's approach to rent and service charge setting was considered as being centred on establishing an affordable offer to residents, reflected in a clear rent and service charge setting policy. It was recognised that Tamworth was providing a high quality income service to its customers.

Below quotes to be replaced with comments from both the Portfolio Holder and Chair of the Tenant Consultative Group

“

As a team we are very proud to receive the accreditation and are looking forward to working collectively on the small number of service recommendations to ensure services are continually improved. To receive feedback that Tamworth and its income management service are considered well-led with a clear direction both corporately and at an operational level and that based on findings during the assessment period, confidence levels were high regarding the shape and direction of the service is a real achievement. The past two years have been exceptional but with dedicated and committed staff continuing to provide enhanced, tailored support through the pandemic this has clearly been recognised through the assessor's observations and concluding findings. The Neighbourhoods Income Team is at the forefront of service improvement, and I am delighted that this has been recognised with this national accreditation. This achievement, once again, is testament to the hard work and dedication of all staff involved and the team will continue to build on this and improve

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even further

Mrs Leanne Lea, Housing Manager.

“

Tamworth Borough Council are immensely proud to again receive this prestigious HQN rent accreditation. The accreditation demonstrates Tamworth Borough Council's ongoing commitment to delivering quality tenant focused services and honours the exceptional efforts of the Council's income team and its very valued `Tenants Consultative Group`, particularly during these unprecedented times. The accreditation also fully supports the Council with its plans for continuous improvement, which is more important than ever given

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the steep rise in the cost of living and the ongoing impact of the pandemic.

Mrs Lee Birch, Head of Neighbourhood Management.

MyHousing

Tamworth Borough Council housing tenants can manage aspects of their tenancy online, in real-time, through the MyHousing website.

By registering with MyHousing, tenants create their own safe and secure personal account where they can access services 24/7

Functions of MyHousing include:

- Live access to rent account balances and transactions, including the ability to make online payments, set up direct debits and print statements
- Update personal details, including who's living in a property
- Check the status of any ongoing repairs, as well as planned works to an individual home or communal building
- View a repairs history
- Report incidents of anti-social behaviour
- Send direct messages to members of the housing team.

Registering for MyHousing is simple. You just need an email address.

Get started now by going to <https://myhousing.tamworth.gov.uk/>

Tenants can choose to play a quick demo to see how the website works upon registering.

If you need help to register, and do not have a friend or family member who can assist you, please call our Customer Services team on 01827 709709, webchat, or email enquiries@tamworth.gov.uk.



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 Mid Mercia helpline

Tel: 08082 787972, open Monday to Friday 10am to 4.00pm

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>

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 and help you apply for them. Assist you in setting up your own bank account, help you deal with debts and to learn to budget within your means. They can assist with employment issues and with specialist debt advice such as bankruptcy, debt relief orders, breathing space applications and if you are being taken to court.

There are various ways to contact the TAC:

- **Online:** Quick instant [Online Self Referral Form](#). We will then arrange for an advisor to call you.
- **Phone:** For advice and booking appointments - (Free phone) **0808 82787972** 10.00am to 4.00pm Monday to Friday (quoting you live in Tamworth)
- **Email:** tamworthadvice@citizensadvicemidmercia.org.uk
- **Website:** www.citizensadvice.org.uk/local/mid-mercia

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

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.

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

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

Estate Inspections will;

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

CCTV

Our CCTV service is operated through a partnership with West Midlands Combined Authority (WMCA)



Improvements and changes

The police airwave radio is now installed in our control room and is fully operational. All operators are now trained on the system and it is a great asset to the control room.

Tamworth Castle has now joined the other town centre cameras and have been upgraded. They are also being monitored at WMCA. The Castle has also been issued with a Town Link radio, this allows them to contact the control room directly if needed and has already been a successful investment. Shortly after the radios were issued, Tamworth Castle radio called WMCA and informed them of an assault taking place on the Castle grounds. WMCA then utilised the Police Airwave radio and contacted the police who attended site. A great example of partnership working!

Suitability review

The first annual CCTV Suitability Review has been carried out on Tamworth Borough Council (TBC) CCTV cameras in August 2021, across all 154 cameras in total. This review was carried out at the West Midlands Combined Authority (WMCA) control room. It was carried out by James Sadler (Shared Service Lead for TBC) and Michael Sayers (Safer Travel Officer WMCA).

A total of 154 cameras were reviewed and all passed the suitability test. The test includes assessing the need of a camera in a certain location. WMCA and TBC jointly identified a range of reasons for the need of each camera and assessed each camera against this criteria

Example of a recent positive outcome thanks to our CCTV service

Operators were on patrol and noticed an altercation between two males. One of the males assaulted the other and knocked him unconscious. The offender was monitored throughout the town while updating the police. He then went out of camera view and police were informed that we had lost sight. Later on in the evening one of the operators saw the same male and called the police via the radio and monitored him. He went onto assault another male at the petrol station. The operators monitored him until he was out of view but gave the police his last known location. Later the control room were informed that the male was found by the police and arrested. The victim of the first attack was hospitalised a few days later. The offender claimed self-defence which would not have been proven false if it wasn't for the keen eyes of the operators.

Plans for the future

Installing a camera in the Eringden block lift

There are plans to invest in a new lift at the Eringden flats. CCTV would be beneficial to capture any incidents as well as identifying any false emergency lift calls. Without CCTV emergency lift calls would have to be attended at all hours. With the support of a cameras in the lift the control room can confirm whether attendance is needed. This will benefit the council financially as needless call outs will be removed from the scenario. This will also allow us to identify the individuals that are causing the issues in the lift so that action can be taken.

Installing cameras at Ventura

We often receive communications from the Town Link radio users from Ventura requesting assistance with issues such as shop lifting. Unfortunately the number of our cameras at Ventura park are very low and it is not always possible to assist in these requests. Our aim is to install more cameras and build a working partnership with the Ventura Security Office so they are able to call on us for more support monitoring the area.

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.

	2019/20	2020/21	2021/22
Number of complaints received	252	162	182
Percentage of customers satisfied that they were kept informed throughout their ASB case	66%	64%	54%
Percentage of customers satisfied with the support given to them during their ASB case	60%	66%	63%
Percentage of customers satisfied with the outcome of their ASB complaint	47%	66%	59%
Successfully closed ASB cases (resolved)	99%	98%	97%
Percentage of customers who have already made a complaint of ASB, and who would be willing to report ASB in the future	79%	87%	80%

Number of ASB cases: **182**

Number of Civil Injunctions: **1**

Number of Notice Seeking Possession/Demotion: **2**

Number of possessions: **2**

Nature of incident	2019/20	2020/21	2021/22
Noise	87	76	86
Pets/animals	25	20	27
Harassment/threats	46	35	35
Garden nuisance	70	24*	33
Other	63	7	1
Total	252	162	182

*The garden figure has now been amended this year, as community wardens now monitor front gardens so the figure reflects housing rear gardens only.

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 2020/21 early intervention was carried out with **201 cases** to successfully resolve them

182 incidents were recorded during 2021/2022 compared to 162 incidents in 2020/2021.

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

Community Wardens

Our wardens deal with a wide range of issues including environmental anti-social behaviour, community anti-social behaviour, abandoned vehicles, littering and fly tipping, to name just a few, in addition to patrolling and community engagement. A typical day for a community warden could include reviewing caseloads, revisiting time sensitive jobs, investigating reports of abandoned vehicles, investigating misuse of communal bin areas, checking on anti-social behaviour hotspots, issuing warnings for littering, dealing with residents complaining of noise or rubbish being stored on the landing - the list is very varied and makes for an interesting days' work.

As part of the Neighbourhoods Team and in partnership with the Community Safety team, wardens work closely with the Tenancy Sustainment Officers, along with Police, Fire Service, Housing Associations and other internal departments within Tamworth Borough Council and many more in order to support the local community.

An example of our Wardens working in partnership with other services:

Operation Mischief started on 18 October 2021 and ran for 3 weeks. Community Wardens met up with Police Community Support Officers every evening to visit all the "hotspot" areas in Tamworth where anti-social behaviour is being reported. This joint working arrangement was extremely successful with officers and wardens sharing information, visiting areas of interest allowing them to deal with issues on the spot or produce an action plan for targeted interventions.

If you wish to report an issue or concern to a Community Warden you can approach them whilst they are on patrol, or you can report your concerns using the online Report-It Service at www.tamworth.gov.uk, call 01827 709709 or email communitywardens@tamworth.gov.uk

House Mark Accreditation



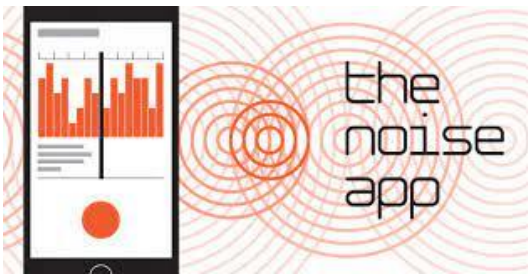
Neighbourhood Services has been awarded accreditation through Housemark for our Anti-Social Behaviour service for the 3rd time. Following a restructure of services, the Tenancy Sustainment

team is moving towards managing a corporate tenure neutral anti social behaviour service borough wide.

We are setting up an Anti-Social Behaviour Scrutiny Group and are looking for interest from members of the community of any tenure to attend up to 3 meetings each year (up to 2 hours each meeting) to help us understand wider community problems and help us to look at solutions.

If you have the time and commitment to spare, please contact the Tenant Participation team via email at tenantparticipation@tamworth.gov.uk or alternatively contact Tamworth Borough Council on 01827 709709 and ask to be put through to the team.

The Noise App



Our Neighbourhood's team are currently trialling "The Noise App" for noise nuisance complaints. The app is easily downloadable from the Play Store where you can register with Tamworth Borough Council. Once downloaded and approved, you will be able to take recordings of noise nuisance and submit them directly to us. This app uses noise cancelling and will record the date, time and location of the source of the nuisance.

This app has become very popular with Landlords and is a useful tool for assessing noise complaints. If you have any queries about this app, please call our Tenancy Sustainment team on 01827 709514.

Eringden Block

The installation of a Resident Support Officer (RSO) has continued to reduce ASB in the area and has developed a real sense of pride and community amongst the residents. There has been a noticeable improvement in ASB and vandalism within the block and residents have begun to take part in community activities together such as "treats not tricks" event at Halloween and "cleanest landing competition".



The RSO has introduced a monthly newsletter for residents to help build that sense of community and help share important and useful information with residents. A copy of the latest 'Eringden News' can also be found on Tamworth Council's website

Eringden external CCTV camera relocation.

Using local knowledge from the Community Wardens along with the CCTV Control Room we identified the 4 external camera focus only on the entrance and bin stores. In order to maximise the use of council resources the CCTV control room identified for us 1 camera that picked up little to no activity most of the time that we could successfully relocate to a more high traffic area around the outside of the building. By relocating an existing camera we will provide better security for our residents and reduce ASB with minimal cost to the council.

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. This year we purchased 27 properties.
- Senior managers regularly review budgets and the highest areas of spending.
- Spent more than **£3,384,556** on improvements to homes ensuring that our core business of providing affordable homes to those in need continues to expand.

Did you know?







The following indicators have been agreed with tenants

	2019/20	2020/21	2021/22	Estimated top quartile*
Overall satisfaction with Neighbourhood services	78%	78%	78%*	85.5%
Average time between lettings	22.6 days	36.2 days	38 days	Not measured
Estate Inspections	6	Unable to complete	10	Not benchmarked
Tenant satisfaction with communal cleaning	76%	Unable to complete	76%	Not benchmarked
Number of tenants on the database of involvement	479	479	417	Not benchmarked
% of repairs appointments made and kept	89%	87.33	97%	97.06%
Gas servicing CP 12	98%	99.05%	98%	100%
% of repairs completed at first visit	88%	88.58%	95%	93.59%
Customer satisfaction with responsive repairs	95%	95%	97%	91.23%**
Arrears as a % of rent due	2.87%	2.66%	2.77%	1.55%
Number of Evictions	9 (0.21%)	0	2 (0.04%)	0.17%

*Aggregated data based on historic qualitative data, last STAR survey 2015

** Housemark Pulse data for satisfaction with repairs completed right first time. Tamworth's figures are for satisfaction with repairs

Top performance indicators as voted for by tenants as at 31 March 2022

Performance Indicator	Target	Current Value	Are we on target	Trend
Average number of calendar days to complete repairs	-	11.56		↓
Percentage of appointments made and kept	93%	97%		↑
Percentage of repairs completed at first visit	85%	95%		↑
Percentage of properties with a valid Gas Safety Certificate	100%	98%		↑
Average re-let times (in days)	16 days	38 days		↓
Percentage of closed resolved anti-social - behaviour cases	-	98%	-	-
Number of close unresolved anti-social behaviour cases	-	0	-	-
Current rent arrears as a percentage of annual debit	3%	2.77%		↓
Number of complaints since 1st April 2021	-	242	-	-
Number of complaints upheld since 1st April 2021	-	40	-	-
Number of compliments since 1st April 2019	-	33	-	-