



## **Tamworth Borough Council's Annual Survey**

Welcome to Tamworth Borough Council's annual residents' survey. In this survey we ask questions about what Tamworth is like as a place to live, your thoughts on Tamworth Borough Council services and how you think we should spend money collected from council tax and business rates.

The survey will take around 10 - 12 minutes to complete. You don't need any specialist knowledge or experience of contacting us to take part, just a willingness to share your views.

At the end of the survey, you'll be able to share your contact details if you want to be entered into a prize draw to win one of three £30 gift voucher prizes to spend at a Tamworth store.

This survey is specifically for people who live within the borough of Tamworth, or for those running a business or voluntary group in Tamworth.

**Please return your completed survey to our team at the Assembly Rooms by 5pm on Friday 13 October 2023.**

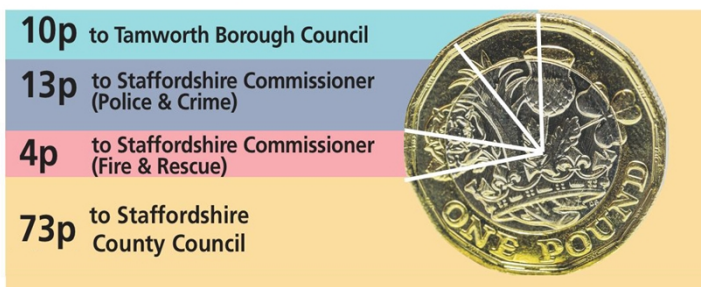
## A bit about Tamworth Borough Council

If you live in Tamworth, you receive services from two councils, Tamworth Borough Council and Staffordshire County Council. This survey is purely asking about services provided by Tamworth Borough Council.

Tamworth Borough Council services are paid for by a small part of the council tax you pay, a small part of local business rates and government funding. Where we have special projects happening like the redevelopment of the town centre, we bid competitively against other councils for any extra government funding. Tenants also pay for council social housing services through their rent.

We collect council tax and business rates, and **we keep only 10pence in every pound collected** (10 percent). So, for a Band C home, just £175 each year funds borough council services. The rest goes to:

### Where does your Council Tax go?



The money we have pays for services such as:

- Waste collection and recycling
- Parks and green spaces, including grassed areas across the borough
- Street cleansing and emptying litter bins
- Support for the homeless
- Environmental health, including taxi licensing and food premises inspections
- Economic growth and regeneration, including business development support for local businesses
- Leisure and tourism services, including sports pitches, outdoor events,
- Tamworth Assembly Rooms and Tamworth Castle
- Work with police, fire and community voluntary sector to support the most vulnerable and help Tamworth become a safer place to live

- Planning and building control
- Collection of council tax and business rates
- Elections (local when you elect your local councillor, your county councillor and national when you elect your MP)

This isn't a full list, but hopefully gives you an idea of our services.

As a borough council, we also provide housing services to tenants. This is paid for by tenant rents and government grants, not by council tax.

Other services like education, roads and potholes, social services for older people and children and libraries are provided by Staffordshire County Council.

## Tamworth as a place to live

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. 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. 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

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.

We keep 10pence in every £1 of council tax collected, in total every year that means you pay the following to fund Tamworth Borough Council services:

Band A property, you pay £131 a year for Tamworth Borough Council services.  
Band B property, you pay £153 a year for Tamworth Borough Council services.  
Band C property, you pay £175 a year for Tamworth Borough Council services.  
Band D property, you pay £197 a year for Tamworth Borough Council services.  
Band E property, you pay £241 a year for Tamworth Borough Council services.  
Band F property, you pay £284 a year for Tamworth Borough Council services.  
Band G property, you pay £328 a year for Tamworth Borough Council services.  
Band H property, you pay £394 a year for Tamworth Borough Council services.

Figures use 2023 payments.

The rest of the council tax you pay funds services from Staffordshire County Council, Staffordshire Police and Staffordshire Fire and Rescue.

The money we have pays for services such as:

Waste collection and recycling

Parks and green spaces, including grassed areas across the borough

Street cleansing and emptying litter bins

Support for the homeless

Environmental health, including taxi licensing and food premises inspections

Economic growth and regeneration, including business development support for local businesses

Leisure and tourism services, including sports pitches, outdoor events, Tamworth Assembly Rooms and Tamworth Castle

Work with police, fire and community voluntary sector to support the most vulnerable and help Tamworth become a safer place to live

Planning and building control

Collection of council tax and business rates

Elections (local when you elect your local councillor, your county councillor and national when you elect your MP)

This isn't a full list, but hopefully gives you an idea of our services.

As a borough council, we also provide housing services to tenants. This is paid for by tenant rents and government grants, not by council tax.

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. 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. 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. 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. How much do you trust Tamworth Borough Council?**

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

**8. Satisfaction with services**

**Please tell us how satisfied or dissatisfied you are with each of the following services:**

	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"/>
Street cleaning	<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"/>
Parks and green spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**9. When did you last contact Tamworth Borough Council to request a service, report a problem or make a complaint?**

- In the last month
- More than a month ago, but in the last six months
- More than six months ago, but in the last year
- Over a year ago
- Never

**10. If you had to contact Tamworth Borough Council to request a service, report a problem or make a complaint what would you do?**

- Go to the council website and follow the links
- Use the webchat on the council website
- Use the My Housing app
- Use the My Tamworth app
- Email the council
- Phone the council
- Visit the customer services team in Tamworth Assembly Rooms
- Contact my local councillor
- Contact the council via social media

**11. 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 <b>after dark</b> ?	<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 <b>during the day</b> ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**12. 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
Noisy neighbours or loud parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish or litter lying around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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"/>
People using or dealing drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People being drunk or rowdy in public places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Groups hanging around the streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**13. How do you currently find out about Tamworth Borough Council and the services it provides at the Assembly Rooms and Castle, including free events in the Castle Grounds? Please tick all that apply. \***

- 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)
- Word of mouth (e.g. friends, neighbours, family)
- Do not find out any information
- Other (please specify): \_\_\_\_\_

**14. 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"/>

**15. How satisfied are you with leisure, entertainment, 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

## 16. 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:

### 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

### 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

### Infrastructure

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

### 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

### 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 where 1 is Very Important and 5 is Not at all important

	1	2	3	4	5
The Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Living in Tamworth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Town Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**17.** Along with the long-term priorities you've just thought about in the previous question, we also have six immediate areas of focus, where we were looking to make significant visible changes to how we tackle issues in these areas:

### **Town Centre**

Continuing to deliver our £21million investment in the redevelopment and regeneration of Tamworth town centre, and share updates and progress with local people and businesses.

Making sure the town centre is a more attractive destination for local visitors and those from further afield, including a design code to see a uniform appearance throughout the town.

Developing a town centre strategy with more options for events and transitions away from a pure retail centre.

### **Pride in our area**

Improving the general upkeep of Tamworth, particularly in key and well-travelled areas.

Review quality and processes around borough maintenance.

Update signs so they are not out of date.

### **Roads and potholes**

While this is a county council responsibility, elected members are working to encourage Staffordshire County Council to take action to improve roads throughout the borough.

### **Communications**

More open and transparent communications with local people, both as a council and through locally elected councillors.

Increasing frequency of communications with local people.

Publicly announce priorities and decisions and track against them.

Use all means possible, including local newspaper, council website news page, social media radio etc.

### **Marmion House**

Continue plans to sell Marmion House as a prime location for redevelopment. *Note, the existing building needs millions of pounds of investment to maintain. It is also a very energy inefficient building.*

Have clear options for a new modern council office fit for the future.

Improving signposting to customer needing to access council services online, over the phone or via the front desk at the Assembly Rooms.

### **New ideas**

Political openness to thinking differently for better and more cost-effective delivery of services.

Exploring ways to make income, including private company investment.

Exploring ideas for new sports and leisure facilities.

Create a five-year events plan to allow new events to grow and reach their potential.

**How important do you think are each of these priorities are, on a scale of 1-5 where 1 is Very Important and 5 is Not at all important**

	1	2	3	4	5
Town Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pride in our area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roads and potholes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marmion House	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New ideas	<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 savings.**

**We would like your view on how or where you think the council 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 including sports pitches and free children's holiday activities (£480,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heritage/Castle (£832,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assembly Rooms & Events (£1,971,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refuse collection & recycling (£3,325,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining parks, open spaces, nature reserves & street cleaning (£3,101,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tackling anti-social behaviour (£528,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving the economic, physical, social and environmental condition of Tamworth (£299,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grants for voluntary organisations and charities to support vulnerable people in Tamworth (£158,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Commissioning (buying) services from voluntary organisations and charities to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	More	Same	Less	No opinion
support vulnerable people in Tamworth (£368,000)				
Housing advice, regulating private landlords, tackling homelessness and providing emergency accommodation - exc. council housing (£703,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support to local businesses including grants, free business development support and Tamworth Enterprise Centre (£552,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivering customer services (£970,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tackling climate change (£54,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**19. 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 up to three.**

- Sports & Leisure inc sports pitches and free children's holiday activities (£480,000)
- Heritage/Castle (£832,000)
- Assembly Room & Events (£1,971,000)
- Refuse collection & recycling (£3,325,000)
- Maintaining parks, open spaces, nature reserves and street cleaning (£3,101,000)
- Tackling anti-social behaviour (£528,000)
- Improving the economic, physical, social and environmental condition of Tamworth (£299,000)
- Grants for voluntary organisations & charities to support vulnerable people in Tamworth (£158,000)
- Commissioning (buying) services from voluntary organisations and charities to support vulnerable people in Tamworth (£368,000)
- Housing advice, regulating private landlords, tackling homelessness and providing emergency accommodation excluding council housing (£519,000)
- Support to local businesses inc grants, free business development support and Tamworth Enterprise Centre. (£552,000)
- Delivering customer services (£970,000)
- Tackling climate change (£54,000)

**20. 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, which two areas should we consider?**

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

- Car parking (£857,000)

- Public charges for leisure and other activity (£1,193,000)
- Waste management (£1,590,000)
- Public spaces (£723,000)
- Commercial property (£1,760,000)

**21. Costs are going up for all of us.**

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 3%, 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 2023/24 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 (0.51% increase)
- £5.00 (2.54% increase)
- £5.89 (2.99% increase)
- £10.00 (5.08% increase)
- £14.00 (7.11% increase)

**22. If you have any further comments about how Tamworth Borough Council could reduce spending, please let us know for each of the services.** Use a separate sheet if you need to.

Sports & Leisure inc sports pitches and free children's holiday activities

Heritage/Castle

Assembly Room & Events

Refuse collection & recycling

Maintaining parks, open spaces, nature reserves and street cleaning

Tackling anti-social behaviour

Improving the economic, physical, social and environmental condition of Tamworth  
Grants for voluntary organisations and charities to support vulnerable people in Tamworth

Commissioning (buying) services from voluntary organisations and charities to support vulnerable people in Tamworth

Housing advice, regulating private landlords, tackling homelessness and providing emergency accommodation

Support to local businesses including grants, free business development support and Tamworth Enterprise Centre

Improved access to information/customer services

## 8. About you

Giving the following information is optional but it will help us to use the information you have provided and help us shape services for different communities.

**Tell us about yourself.**

**23. Which of the following best describes you? \***

Male



- Female
- Prefer not to say
- Prefer to self describe (please tell us)

**24. What is your age?**

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+
- Prefer not to say

**25. 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):

**26. Please tell us your postcode**

Note: We will only use this information to help us understand if there are any different issues in different parts of the borough.

**27. 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):

**28. Please tell us where you heard about this survey**

- In the Tamworth Herald
- On social media
- From a leaflet
- Picked up a copy from the Assembly Rooms/Tamworth Library
- In a tenants email from the council
- In a business email from the council
- In a community and voluntary sector email from the council
- With a council officer at an event
- Other (please tell us):

**29. 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.**

**30. If you would like to be entered into a prize draw for one of three £30 worth of gift vouchers for a local shop of your choice, please tell us your email address or contact number so that we can get hold of you.**

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

Note, Tamworth Borough Council staff and Elected Members are not eligible to enter the prize draw.

**You have now completed the Tamworth Borough Council's Annual Survey.**

Tamworth Borough Council is the Data Controller for all personal data collected in this application. We collect your personal information under Consent to allow us to provide administration for your application.

We may share your personal information with third-parties where required to by law. Full details for types of personal information we collect, purpose we collect it, third-parties we share it with, third-party services providers and how we maintain the security of your information can be found in our Communications Fair Processing Notice [www.tamworth.gov.uk/privacy-notice](http://www.tamworth.gov.uk/privacy-notice) - a hard copy is available upon request.

Please ensure you read our fair processing notice before submitting your personal information to us. Information you give us will be kept for no longer than necessary.

Our Retention Schedule can be found at [www.tamworth.gov.uk/sites/default/files/privacy/Retention-Schedule.pdf](http://www.tamworth.gov.uk/sites/default/files/privacy/Retention-Schedule.pdf)

If you have a concern about the way that we are collecting or using your personal data, we ask that you contact us in the first instance. Our Data Protection Officer can be contacted via [data-protection@tamworth.gov.uk](mailto:data-protection@tamworth.gov.uk). Alternatively, you can contact the Information Commissioner's Office.

You have certain rights under UK Data Protection law. For information on your rights, please visit the Information Commissioner's Officer Website [www.ico.org.uk](http://www.ico.org.uk)

**Thank you for taking the time to answer this survey.**