

November 2023

Tamworth Borough Council's annual survey

Appendix A – the full list of comments

This section includes verbatim comments from survey participants.

However, offensive or abusive comments have been removed.

Sports and leisure

Cowboys running Tamworth

Maybe charge for some children's activities

the sports pitches are never kept clean

Work with local schools and use their pitches/facilities?

It's appalling that you say that there is sport when you got rid of all the swimming provision! Leaving just the snowdome. Considering you had multi use within schools, you now do nothing yet keep people in pointless jobs running football pitches! Get rid of the staff who are useless and employ people with actual knowledge of multiple sports and how it should be run correctly! These activities need to be funded to keep children & young people busy and developing personal skills.

Charge for these or charge more

Perhaps make a nominal charge for these activities

Essential to reduce anti social behaviour

Very little provided for the disabled

Make a small charge for holiday activities

NA

ADDITIONAL SPORTS HALLS NEEDED

Scrap fireworks display or charge for it

Burn them down like you do other listed buildings like the swimming baths! Almost every sport and leisure facility is private after you sold the golf course off for millions

Should encourage more people to take part and use all the facilities

A swimming pool

Fair allocation

Ensuring that business that use the parks to run fitness clubs are licensed, registered, with the council and are fully insured

use more volunteers. Create a volunteer Tamworth and get people who are retired/semi retired/ on benefits/ offenders, community service/ work out what % this covers in Tamworth and make it attractive to 'give back time' do volunteer awards where people get a subsidy in council tax perhaps if they clock up hours of supporting services and volunteering. Be it litter picking, planting at green spaces, providing help for services etc. This would support the economics and people who are incentivised to give say 1 day a week or a few hours. Would even help them get back into work etc. This goes for all categories. Create a 'give back to Tamworth Campaign' advertise it at the assemblies and have a week where people can sign up to help with such a diverse range of skills. Or do a leaflet drop with local councillors. Make people part of Tamworth community and bring them together. If they don't want council tax to go up then they should help out if not in work.

Cut back on the free children's activities

A small increase for services as not everyone uses these

Charge for holiday activities

Perhaps reduce activities to slightly fewer, but higher quality individual events to encourage attendance in higher footfalls.

If there is no money, why spend so much on play parks. There was nothing wrong with the old ones.

Do a reduced charge for activities to help plug the gap rather than being completely free

Those that use these regular should pay more towards their upkeep.

Charge business that use public open space to run their business, including running and fitness businesses

Make a nominal charge for children's activities for parents who earn over a certain amount

We were promised more spending from the sale of the golf course wheres that money gone

These are very important, especially for low income families

What about improving services so they are used more. You closed the golf course which generated income. Cannock manages to have a central leisure centre and golf course.

need more free children's activities as playspace is always sold out quickly

Essential to reduce anti social behaviour

More places for play and leasure

The community could potentially run the pitches etc

make parents pay for holiday activities like when the space scheme was running

You should include free attractions for our teens to keep them off the streets

Not enough information out there and the diversity! Not all of us have children, adult options would be good!!

Make it free to all , not just people on Benifits who do not work and don't need help during holidays

Bring back public paying swimming baths. If snowdome can make a commercial success, so could tbc.

Funding from sports council

Encourage clubs and teams to hold fund raising activities in exchange for priority bookings.

Holiday events free to all children is not well advertised or used

Good use of existing facilities. Eg utilising high school facilities. Opportunities such as free sessions at Cliff Lakes were excellent as this can be expensive.

More holiday clubs for kids

Very important

Sponsored

Open community gym in old baths, this benefits rehabilitation.

Charge for these

stop free holiday activities . even if people on low benefit should pay

Charge a nominal amount for holiday activities

Need to improve activities for summer hols and children.

Doesn't benefit majority

More youth clubs

Working parents need more help

Use more volunteers

Charge adults more

Remove free activities. Working parents don't get support so why should any other children

Stop spending money on facilities that are hardly used ie tennis court I've not seen a single player in at least 20 visits

No sports centre, no track, improve outdoor gym stuff and place in other areas of castle grounds

Reinstate local parks for younger children to access in their local communitiee

Don't pay for free holidays.

Bring back free swimming

Close them

Cut counselor benefits

We need a community gym and leisure centre that people can afford not the private gym prices if on benefits it could help with obesity which would help other services nhs etc

More holiday clubs

There is very little in the way of council leisure centres for fitness activities. This is really disappointing as many other local services charge and want a person to contract with them.

Heritage and Castle

Cowboys running Tamworth
Lower admission, get more schools in and visitors
Private investment
Local citizens pay less than outside visitors
All primary children in Tamworth should be able to visit free with an adult.
Like to know more re castle expenses because there is a charity that raises money fo castle as well.
It should be given to English heritage to manage leaving the council to run the grounds only.
Continually underfunded, yet a critical point of the town's Heritage. More should be done to utilise this amazing asset, including a better education programme and events roster. Just look at Bosworth Battlefield for a great example.
Try to attract more volunteers to assist with guiding by, welcoming visitors. Involve schools, young people, voluntary organisations and also older people (U3A?) encouraging people to 'give back'
Advertise it more
Use this as a way of promoting Tamworth. The Castle, Castle Grounds and rivers are a fantastic facility which should be marketed outside of Tamworth to attract visitors and new business in to the town.
Hardly any facilities for the disabled
More fund making events
fantastic job
Bring back discount for Tamworth rate payers
Promote the castle, i.e have an evening restaurant, making a unique feature of the castle to generate income, superb clubs etc.
Hand castle over to english heritage
Sack the cleaner and gardener, it looks like you have already
We need to make more of the Castle as an attraction to bring more people to visit TAMWORTH just like Lichfield do.
Could english heritage or nat trust run this?
Fair allocation
Better promotion increased visitors to town
As before
Charge more for the castle
free entry to residents using post code
Not to reduce spending, invest in more paid events to make a return, encourage attending the castle to encourage rising income, not limited to children and families, but high level young adult and adult, mature audiences. Increase castle's revenue by having a good quality gift shop feature with branded merchandise to promote the castle and Tamworth heritage as a destination.
Aston Hall works with the National Trust could this not benefit the castle? Residents of Tamworth are paying for its upkeep and get reduced entry cost for residents.
Free or reduced price for residents
Disabled so have no opinion
charge slightly more for visitors /get more grants
Make it more commercial. Proper wedding planning for example. Otherwise it's great.
You again have been given 21 million times improve the town centre where is that money going
These should be a major attraction for visitors

Pass it on the English Heritage.

We need to get tourists from the rest of the UK to visit. However they would need accommodation so housing illegal immigrants isn't acceptable

are there more grants that could be applied for to fund repairs etc?

free entry to residents using post code

Lower entrance fee to encourage people to visit it

the jewel of our town. cherish it

reduce as too much spent

Providing free parking for tourists in town center such as getting free tickets if you buy tickets for Castle etc

Advertising more would help

Waste of money

Funding from National lottery

Good education programme. How can this be developed to capitalise in local heritage?

Look at the costs , use the location for different uses eg Weddings.

Sponsored

Look after it, before it falls down

Events chargeable

Stop cutting trees down needlessly

Doesn't this have charity status or help from National Trust?

So many people dont know Tamworth has a castle.

Keep up the good work

Its useage needs expanding

This is our pride and joy

Turn off

Charge adults more

Not a priority

Improved publicity to increase visitors

People hear about events too late. More than a few Facebook posts needed.

Good so far. Continue to redevelop the entrance to the grounds by nationwide

More could be made of thr castle, a cafe and open the castle

Investment

Sell it

Don't waste money on fireworks and Christmas lights. Just a Christmas tree outside the main church and one in Ankerside.

Increase admission prices by 5/10 % . It's a national treasure and requires investment and it attracts visitors to the town. So look at it that way rather than reducing funfing

It now has a good roof. Residents now need to keep or make good their own roof needs so as not to become a burden on the System - that gets harder !

Arts, Assembly Rooms and events

Cowboys running Tamworth

Let local artist hold gigs /shows and use faculty for practice ££££

Make hiring costs more affordable.

Council tax should not fund this service, it should be self financing and generate income. Huge unmet opportunity for making income from bar and food sales both at shows and outdoor events.

The Assembly Rooms box office should not be a substitute front desk. There is a lack of privacy and the staff there are not qualified to talk about the majority of residents issues.

Event organisers should be responsible for generating their income from an event not tax payers

Local citizens pay less than outside visitors

Keep promoting this fantastic space.

Increase event prices

Needs to be profitable in its own right and support itself.

Wonderful venue with some fantastic events, please do not cut back here!

Charge for events such as the fireworks which is currently free!

Advertise events more

They are good, but maybe reduce costs

Stop wasting money on fireworks, they are not good for the environment or wildlife and pets.

The public pay for events in the assembly rooms so this should be self funding. The acts in the bandstand do this voluntarily so where do the costs come from?

No mention of facilities for the disabled

absolute hero and go over and beyond

The Assembly Rooms are a great asset but a big expense. Providing frontline Council services from here is a good way to justify the costs. Maybe more could be done. A lot of people from outside Tamworth visit the fireworks in the Castle grounds. They park at the last minute and spend nothing in the town. Maybe it is time to charge people an admission fee.

Promote events better and get better acts

Burn it down like you do most listed buildings you can't sell off, I'd rather have a local police station and magistrates court that made our community safer rather than Polishing that old turd that nobody uses anyway

Charge for outdoor events like St George's day & fireworks and better schedule assembly rooms to have profit making events, significantly improve marketing to ensure events are fully booked, advertise on local Facebook groups.

Would like to see a P&L. Transparency of finance

Too much has money has already been spent on it. Should be advertised more and lower the admission prices for local people to attract more.

This, is surely a profit making concern anyway? Judging by the price of drinks etc.

This should not be subsidised by the council. If you cannot make a profit from it you should sell it.

Slight reduction

More of the same increase visitor numbers

Start supporting local talent not just bringing in gig names within budget. Smaller towns have a fringe festival. Tamworth supports corporate venture not local talent.

Increase ticket costs

Lots of events don't appear to be effectively marketed. Please see facebook threads where this is often discussed. Better marketing would lead to higher revenue.

Having a few less events or making them chargeable

Fewer events that have poor sales or have no evidence to support that the event will sell or has a market, and encourage high quality bespoke events; either larger annual events that evoke high attendance and spend to increase revenue. Have a large event or festival that requires a small charge where possible.

Vanity project. Let it stand on its own or close.

Too much spent already

The Assembly Rooms should be self funding it shouldn't need this much council support

The free events in the castle grounds are amazing but do we really need so many when you need to save money

Is the aim to make this facility self funding?

Open Sundays

Very good

reduce the amount you spend

Good value

charge slightly more for tickets

Again, it should be commercial. Still spending what is being spent after the refurbishment is a failure of management.

They have spent enough already

Charge for the free events such as the fireworks etc

Better shows and more advertising

I do not think that everyone in the town knows enough about these

Get more local groups ie drama and choir groups to do concerts, these would interest the local public more and can be sold at a cheaper price to also encourage more people to buy tickets, your tribute band prices are really expensive

This should be self financing. Get rid of the fireworks or make it chargeable to cover costs.

Promote it more

Extortionate amount for so little

are there more grants that could be applied for to fund arts related projects?

They are good, but maybe reduce costs

Farcical that Customer Services Team in Assembly Rooms have to tackle issues that should be dealt with by council workers who work from home and will not come to council offices and have face to face meetings. Getting through on phone takes way too long. Covid no longer an issue. Get workers back into the council offices where they belong

Worth all its money

reduce as too much spent

Increase prices for events

Less free events, such as bonfire night and St George's day

Last summer in the Castle Grounds with all the events was brilliant, big screen, 80s music, why not this year?!

Waste of money as already been refurbished

The council is spending a considerable sum on events in castle grounds but don't consider town centre residents. The noise is too much every weekend.

Cut down on events eg. annual firework display

Increase ticket prices slightly, they would still be very reasonable.

Not everyone follows advertising online so not always full capacity

Great start, we've been twice in 2 months. Continue to attract great acts

The programming at TAR's is much improved and showing more access to a variety of performances. Improved marketing would decrease the number of empty seats seen at some events

Brilliant asset for Tamworth, great shows and friendly staff

The assembly room events cost a fraction of tickets in Birmingham so I'm sure people would pay more. Free events are attended by thousands of people who don't pay council tax to Tamworth so I don't see why we as Tamworth residents should provide free events for people paying tax to Lichfield, north warks and even further afield

Really important to bring bigger and bigger events to the area .

Get sponsored

Should it not be paying for itself

more advertising lots of people dont know when events are on

Higher ticket prices

Increase ticket prices for non residents

Why is so much invested in this building and events? Who attends these events?

Needs more advertising of what's on

Cut funding to these events. Charge more and use the profits to manage and run the assembly rooms.

More variety needed and better advertising

Could you please tell me why a councillor gave £9000 to fund the pride event

Why haven't you provided any comments on what the amount of money you spend in the assembly rooms is for?

Love it

Not a priority

Charge for events in Castle grounds ie fireworks etc

Literally no idea why you're paying so much, people would rather have a house and emergency support and supporting us through our broken environment and economy than a show every weekend.

Better promotion to increase support

Let a booking firm manage assems and take a percentage

Continue supplying service

Your publicity on Facebook is often far too late, meaning we learn about events too late to book

Fewer shows

Assembly Room events should be priced to cover costs

Gem in Tamworth. Keep supporting

Knock it down for carpark

More events to attract a wider audience. Less tribute bands and provide more drama and plays. It could appeal to more tastes. Take a look at the Garrick..more quality more revenue from ticket sales. Cuts aren't the way to the way to prosper, unless it's wasteful spending?

More groups and big artists to come (like David Essex)

It would be useful to know how much events create in revenue alongside the costs of running it in the information you provide in this email. Would help me to know if it is viable and profitable.

Nice to have but have not seen trading figures

Refuse collection and recycling

Cowboys running Tamworth

go vack to using blue bins gir cardboard

Bring blue bins back and get rid of bags

Get rid of the blue bags

I think our service is good, I would like some sort of waste food collection.

public bins are not emptied enough

Why do we have to pay for a green bin?

To improve the area as a whole £5 collection charge on single large items or £15 for 2 to 4 items as a guide

A good service

More assemblies more all school aged children (primary & secondary) to educate them. Awards & competitions for them if they participate. It'll look good on your website. Schools could have an activate role rather than just an assembly.

Let privately owned commercial vehicles take waste to the nearest tip!

Go back to just blue bin recycling

Get rid of those stupid blue bags for cardboard they aren't big enough and are an eyesore.

Improve efficiency

Make sure the dustbin men pick up the litter they drop all over the streets

Should be less strict on what can actually be recycled

Replace the idiotic system for blue bins/bags

More bins and more regular emptying,

Greater emphasis on all of us to REDUCE our waste

Get a refund for the horrendous bag idea.

We need much more information about what is recycleable

Messages not always passed on to crews very little street cleaning

Excellent service lots of cardboard not being picked up should be other way round blue bins paper and cardboard glass and plastic blue bags

Make sure that the households with the most waste, i. e occupatnts pay more, nit just get a bigger bin because more people live at the propery.

Go back to 1 bin collections, none of it is recycled anyway

Get rid of the stupid blue bags

Blue bags to recycle card and newspaper, is small for a property. In Leicestershire they put an extra thin bin.Can it be considered?

Leave it alone system is ok , changing will only make it worse .

Great service just need clearer info for some customers on where the waste goes

Fine fly tippers

Employ permanent staff not agency workers on poor pay.

Emptying green bins monthly as most bins are only part filled.

Slight reduction

Rejecting recycling only to go landfill waste of time

Tamworth BC should consider paid commercial waste collections. Unless this is already done as part of the joint waste scheme with Lichfield DC, this is a huge area to profit from. as before

Charge £20 for Green Bin Service.

let Tamworth run it instead of Lichfield

Collecting less times per month

Charging for green bins contradicts eco policy. You should charge for black bins by weight.

Scrap Green bin charge and make it self funding by selling the green recycled waist as compost

We've already had a HUGE increase in green waste costs over the recent years. No further costs are acceptable- negotiate better and consider how we could generate revenue from waste.

Black bins must be heavier now residents are also using them for green waste when they don't sign up to the additional cost. Has these been factored in when deciding to continue to charge for green bins?

Bigger blue bags

Excellent

Room for improvement but OK

Great effort by the teams! Well done.

Get rid of these stupid blue bags they are not big enough and a pain to store.

Challenge the company who does the waste as we do most of the work for then they just take it away

Now excellent and efficient. Garden waster Service is good value

Get rid of the silly blue bag

Better negotiations, less work and hassle for residents

Help people seperate recycling further, penalise those who dont recycle.

let Tamworth run it instead of Lichfield

We need much more information about what is recycleable

A good service apart from having to pay for green bin emptying

Paying the money for a green bin for a year when it is not really used in the winter periods is disgusting

Ok

keep the same just get refuse collectors too do their job properly

Hi litter pick in the wilnecote area hi think people who keep the area should have a reduction in council tax

Get rid of blue bags

Monthly recycling collection, just use 2 blue bins rather than the stupid blue bags which leave the streets in a mess when the scraps of paper ect are strewn across the streets, using a larger bin would mean you could collect less often

Why we using bags and bins and they get tipped into the same truck

You started charging for the green bins, hmm how successful money wise was that. Make it free again and people would be more willing to keep their gardens tidy

Not value for money

Get rid of the bag and just have blue bin

Get rid of those stupid blue bags and use the blue bins. As bags are the wrong size waste of money there should of been consultation on this...

Being back bins for card board recycling

Ask the refuse workers to pick up the rubbish they drop on roads on collection days

A good service.

Blue bags are a pain!

Good service

Recycling could be much better. . We have recently moved here from Wales and are dismayed that you do not have any food waste recycling. The amount recycled over all seems to be low compared to our previous unitary Authority. However, we must commend the recycling centre at Grendon.

Weekly collections for rubbish staying fortnightly for recycling

Get rid of costly blue bags that go missing and need replacing regularly

Increase recycling options

Get rid of blue bags and use blue bins again

Bring back free green bins

So many maggots in the bin in summer.. And the smell!

On the whole pretty good - but they should pick up rubbish they drop.

hot moths need to take black bins once a week,

About the only thing done relatively well in my area apart from your introduction of the bags fiasco which leaves more rubbish left on the streets.

Scrap the paper bags, recycle more and so should council buildings!

Why am I paying for green bin refuse

More communal recycling areas

Why do you need to increase spending for refuse collection? Surely the council can make money from recycling

Do a good job

Get the bin men to pick up the rubbish they drop and leave in the streets.

More user friendly systems - which don't involve micro sorting of waste.

Fine, not keen on blue bag though.

Maintain

The recycling split into the bags is an absolute farce.

High rise doesn't have recycling

Recycling not working, I would estimate you recycling figures have reduced with the introduction of the blue bags. Make it easier for residents to recycle not harder.

Lot of unnecessary sorting. Cardboard back un wheels bins

Blue collection monthly

More bins and recycling around the centre and Ventura and fast food places need to be surcharged for littering

Parks, open spaces and street cleaning

Cowboys running Tamworth

send the weed killer round and empty the drains

Work with the people who already help to keep the streets clean at No cost - encourage residents to keep places tidy

More fines for littering etc

i don't think this is done

Streets are a disgrace lawn cutting by employees who don't care and do half hearted job

The above fits in with this. Get young people on board. They are our future leaders.

Ask local residents if they would support council workers maintain ling areas such as lawn mowing, hedge trimming rletc.

Charge litter louts, use cctv more.

Roads have been very neglected without volunteers litter , weeds etc would be a lot worse.

More resources need to be deployed in the housing estates not just the parks.

Coordinate more with volunteers such as litter pickers to help in these areas

Level of street cleaning is dreadful

Why are so many plants annuals? Street cleaning is not a priority for me.

Are these services out sourced if so how do the costs compare to in house

Very little street cleaning on our estate

Leave some areas to re-wild.

this has really really deteriorated

We keep asking for more bins for litter especially the Broom we are encouraging people to enjoy this open space I pick up black bin full most mornings as are only brown bin is always overflowing with poop bags

More protection from travellers getting on the parks. Clamp down on littet and damage to the parks.

You should adopt spaces for new estates. A scandal that you dont

What street cleaning

Sack them, the streets, green keeping and surrounding areas look atrocious

Encourage local voluntary groups to take over maintenance

Stop changing the flowers multiple times a year, pick some lovely native plants that can stay all year long

Police in fireworks display as more people is interested from other counties, lots of pushing, in queues

Parks and green open spaces are what local people enjoy about Tamworth so MUST be preserved .

You are failing miserably here. We need a lot more, bigger and better placed bins eg at bus stops, by benches etc

Clean the streets! And clean the drains to stop flooding!

Reduce -

Don't know but I wonder if some people in the high rise flats might like to take some of the area I bet there are people in the flats in the town might like the chance to garden?

It would appear that the castle grounds has a far larger team of operatives than in the singular areas of the town. Maybe dispersing some of these staff members to other areas would be beneficial for residents as well as the council.

Fine more people for litter dropping and those who do not clean up after they're dogs have messed

Promote more volunteers

Utilise green spaces for events or walks or trails and charge a minimal fee to attend the activities to raise revenue? Street cleaning and maintenance are vital to maintain funded.

More grass cutting in summer not done often enough and leaves clean up in autumn lights improve in passageways and wild trees and nettles etc to be cut down weeds in the verges to be killed off

Charge people more for fly tipping, littering. Higher on the spot punishments for travellers that go on open spaces, refusing to leave and leaving it a mess.

All open spaces are essential for mental health.

Ensuring travellers are immediately removed from dosthill park and other local areas would save thousands of pounds in the clean up operation after they have left and would restore some confidence in the council that local views are taken on board, use the powers that have come into force to evict these travellers and save money that the residents pay you that could be better used for the local communities that are so often affected by travellers 'pitching up' in parks, football pitches and even car parks

Spend less on Britain in bloom, pls t flowers which will come up each year rather than die

Ditch the use of bedding plants and planters. Convert to permanent planting schemes.

Grass to be swept up after cutting not leaving a mess

Does ok

develop volunteers group for some tasks

More needs to be done in less well off areas.

Offer discounts on council tax for residents who will help with the maintenance voluntarily

Get low metal barrier posts around all of our parks to stop travellers illegally camping on them and in turn costing the council (tax payer) money to repair damage and clean up human faeces that they always leave!

What a joke you let the gypsy stay on and cost you more

Crucial for the environment of all

Engage community groups

The streets are a disgrace with rubbish blowing about everywhere

Get more volunteers to help maintain the green spaces - we would if we were asked and shown how to.

more perennials and wild areas

Maintenance for our parks also more park rangers to monitor vandalism ect

There is a volunteer group that cleans the streets for you that's why the streets are getting cleaner.

Flytipping seems to have become worse, furniture and waste has been left in the street near my address for months and nothing seems to ever be done. There's no pride in the area, some residents just know the council will clean up after them, eventually

Clean the Streets and the A5 bypass it's a disgrace

Kerbsides and pedestrian alleyways look very unkempt and make areas look scruffy.

Street signs in poor repair

Encourage or stop people littering and fly tipping! Take action against the culprits!

The Roads are a disgrace ! Island off Marlborough Way / B5000 !!!!!

what street cleaning ?

Stop sending the street cleaner down streets with cars parked either side. Waste of time and money. A man and his broom would do better.

Less houses built as ruining our open spaces

Plant the grass verges with wildflowers to encourage bees then stop mowing April to September

Ensure that when street clean operatives are out and about they not only pick up reported flytipping but use any capacity they have and pick up anything they see.

Trees need cutting down in size over hanging car parks and gardens

This only happens to Town Centre parks and street cleaning is normally left to volunteers to do the picking up of rubbish

Prevent abuse by travellers

Parks and open spaces great, street cleaning poor in neighbourhood's.

It infuriates me as to how much the council is relying on Volunteers to keep at borough litter free. This should really be part of the councils job . There needs to be more awareness raising for the public in general.

Toilets in Castle grounds that are open and working

Change law to get longer ban for Gypsies, not return in 1 year

Street cleaning especially weeds

More bins - trees and bushes in certain areas removed rather than being over grown and full of litter

They are not maintained now! Stop travellers using and abusing these spaces and save money in the clearing up after them it's disgusting and frightening for residents!

How much of this budget goes to the centre of Tamworyh and Castle grounds. How about sharing that out to the larger parts of Tamworth?

Grass cutting in Amington should be to the same standard as council areas - this year has been very poor, irregular and rushed so lots of areas missed which makes our area untidy

This apparently has the highest amount if money spent on it? How? All the open spaces, walkways and public areas in my local area are a disgrace. Overgrown, unkempt and uncared for. The vast majority of that budget clearly goes to the town centre only. Spread the budget, look after the whole of Tamworth and actually do your whole town proud.

Maybe cut down on the 1000's spent on Tamworth in bloom even though it does make the town look lovely it's a massive outlay with no real financial gain to the town and could look just as pretty on a smaller budget

Use the spaces more

Need to maintain

Some lampposts are on all day why?

More public toilets with better opening hours

Take ownership and ankerside parking. Current provider has introduced new systems for parking charges but the block is so poorly maintained. Will not be parking there in the near future

Get rid of all the hanging baskets, nobody walks around looking upwards and the majority are ten feet in the air and are hardly noticeable.

Involve offenders doing community service - or whatever it is called now- to actually do something for their community.

Parks team do a wonderful job, street cleaning seems to focus on town centre only.

Perhaps you should take on weed killing from staffs cc and charge them!

Stop selling assets off for building

Encourage better recycling and increase bin emptying in open spaces. More dog waste bins

Cameras to catch fly tippers and fine them

Spend less money on plants

Use Volunteers

Build on them

More needs to be done to secure parks and green spaces from travellers illegally setting up camp and creating a mess which subsequently costs the council a lot of money to clean up afterwards. Surely it's a no brainer to invest in proper protection to save money in the long term

I'm not sure litter pickers do any nature reserves isn't it the local community?

Keep the flowers in the castle grounds but not all around the town. Tamworth in Bloom is a waste of money.

Cut grass and pick up at same time

We believe that two 73 year old people who have saved all their lives for retirement pay too much, as in our case £3k, its like renting our own home.

Tackling anti-social behaviour

Bring back community wardens
Cowboys running Tamworth
More teaching in schools
Be tougher on anti-social behaviour
this is not done
Not enough to do no youth clubs make it easier for volunteer groups to access shit up building
More police on the street side
Tackle underage drinks service in bars.
Not having a college in centre of town will help with anti social behaviour
Get police onto the streets with improved visibility and take public concerns seriously
it is very important that you tackle antisocial behaviour caused by many of the Brewery House residents. We, the residents at Balfour have been complaining about this to the council and the police and nothing has improved
Need more community wardens. They did/do a brilliant job
We need more police patrols around the clock.
Shouldn't this be handled by the police / police & crime commissioners taking from council tax? BIG savings here...
On the spot fines for people for dropping litter!
More police patrols, and camera's on b5000
We live in sorrel, have cars damaged, see drugs dealt and taken daily and put up with the rowdy behaviour because of them, the police suggest we move, but this is our home and I am near my disabled mother, but moving does feel like the only way to deal with it for us.
Re open the local police station and have officers patrolling the streets
Kids need other activities not arresting
A police presence in the town centre would help, especially around some of the pubs/bars where young people meet
drug taking and selling of drugs has significantly increased
More police presence in local hot spots
Drug dealing in parks and open spaces, needs better policing, i. e better direct communication of crime in progress to the police on the streets.
Try spending money on giving the kids something other to do than be antisocial, most community centres are boarded up for lack of funding!
Cameras, especially boy racers
Drunk adults in town centre. Colin Grazier residents are a big problem
Police in events, pubs in town, at any time you see people smoking drugs, at any time, people have their massive dogs to terrified people. Same in park's, footh paths, teenagers male on holidays mess up and are violent with girls, asylum seekers and refugees are in the street not causing problems but they are bullied and it creates fights
That should be the Police's job. Council should insist on more Police Officers based in Tamworth and NOT just PCSO's. Should come out of the police budget.
You haven't been very successful here. It is getting worse
Noise pollution from dogs barking is getting worse
Increase + (The people of Tamworth don't feel safe in the Town Centre anymore, and this is the truth)
More events social economy means people are not bored
I'm not sure what is currently done in the town, as it feels like seemingly nothing at all. Between Tamworth BC and Staffordshire Police, I hold very little faith in either. The streets seem to have gone back into the ages of mobs hanging around footpaths and

underpasses of an evening being generally very unpleasant. Motorbikes on footpaths are a HUGE problem in the town, particularly Belgrave lakes and the surrounding areas. Either CCTV or better barriers should be considered.

have trained town volunteers to be 'Town Rangers' so much antisocial behaviour during the day. Have a ranger team that are ex police or military background perhaps and train rangers to move people on. Make the town a safe place.

Stop youths riding motorcycles on public footpaths threatening public who are out walking

Grow community spirit

police should be dealing

Not to reduce.

More police on the beat

More visible police in areas where anti social behaviour occurs, I.e. dosthill park

Ensure residents are safe

let the police handle this

Mission impossible but a valiant effort

Spending so much is ridiculous. Do we really have that big of a problem?

County drive estate, anti social driving specifically of cars coming out of Dorset Close.

Dangerous speeds excess of 40mph every single day

Get the police to actually do their job!

More police on the street during the evening

Closer relationship with police and youth facilities

Where are the street wardens. Do the police know that Tamworth exists

What did the £500,000 fund?

We haven't been able to sit outside this summer without the bike smell of weed.

Disgusting.

isn't this a police matter?

police should be dealing

Kids need other activities not arresting

not enough police, especially after 6pm when it starts

No police on the streets anymore to tackle this problem

Gangs and smell of drugs everywhere, increase in attention to crime on social media.

Where are the services who dealt with this, ive not seen a street warden for over a year, they used to be a frequent sight in our streets

Bring back wardens

no point paying more because we havent got the service we pay for at present

Travellers and drug dealers need tackling close off alleys

Never stop this family's start's at home

More policing. I don't feel safe at night with gangs of youths hanging about

More police out and about on foot

We need our Police Atation back! We aren't putting anyone off acting like they shouldn't!

Whatever has happened to the cctv and warden. Not to mention Bobbies on the beat. Bring them back if you want to rid the town of druggies and anti social behaviour. Plus somewhere to lock them up. It seems every decision that has been made over the past few years has been completely detrimental to the wellness of the town and surrounding areas. What's the point of beautiful flowers if people are to scared to stop and admire them.

I've suffered antisocial behaviour for 6 years with little or no help from the authorities. It is only now that we are getting some help and have been largely ignored by the responsible authorities.

No more migrants in our town.

Government funds

More police patrols

More police presence. It's impossible to see a policeman/woman as there's no front desk. This is unacceptable.

Put cameras on in worst places

More police in town

No knowledge

Not been here long enough to be aware of this as we do not go into the main areas at night.

More police patrols

A must. Keep cars out of town centre a must.

more visible police presence

More police, you never see any here

You cannot reduce spending on this

Increase police coverage

More street lights and cctv

It's not being tackled is it! Kids with machetes, no police presence? Vehicles constantly being stolen and broken into? Where do you spend all this money?

Surely this is for the police to action

You've got such a way to go on this.

More police presence to tackle drug dealers, stop antisocial motor bikes and electric scooters

Motorbikes and scooters ridden on pavements. Dogs fouling and causing distress and unsavoury characters walking around freely causing damage and distress to local residents. What do you do? Nothing.

Police presence

Bring back our police station and court

We need more police on the streets

More police

Cars parked on sidewalks double yellow lines every day outside of schools

Local nature reserves are rife with drug takers rarely see any police or street wardens checking out the areas especially at school leaving times.

The fact you pay so little when anti social behaviour is such a big issue is awful, paying £3/4 million to the assembly rooms yet only £300k to antisocial behaviour? That's absolutely disgusting

Better street lighting in problem areas

More pro-active deterrents, visible policing

Really a police job but more cctv and reporting back on cctv being used would be good for the community

Including cracking down on parents parking inconsiderately outside schools.

More police on beat, and encourage more community activities with police

Very bad near Stonydelph Spar cycle track underpass

speeding and riding bikes on pavements on Lichfield Rd

Isn't that a police job

Prosecute them all.

Police at night in all local boroughs

Bitch them we are too soft

More needs to be done to secure parks and green spaces from travellers illegally setting up camp and creating a mess which subsequently costs the council a lot of money to

clean up afterwards. Surely it's a no brainer to invest in proper protection to save money in the long term

Well obviously we need more police presence to tackle this we need the police station back in town

More evidence and visibility of police and psco's on the streets . Work SMARTER Doesn't have to mean bigger spend

There really needs to be an approach whereby services and groups for young people exist to keep them off the streets and out of trouble.

Litter and graffiti are a huge problem. Youths in the town centre and electric scooters are a problem. I see scooters used by people in Tamworth every day.

we already fund Police so perhaps more value for that Figure

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

Cowboys running Tamworth

Clean

Potholes are absolutely insane in Tamworth!! They need some serious reviewing!!!

Stop letting lichfield council build hiding in your limits so that the town doesn't get suffocated and the tax goes to lichfield

Investment in the town.

Don't see how the way the town centre is being developed will bring in money. When the college goes into town centre it will put people off going

Tamworth as a shopping destination is dead. No encouragement for town centre businesses. Find use for empty shops. Penalise absentee landlords of empty premises. Have more and cheaper car parking

Get rid of posters plastered all over empty shops. Make sure when premises are vacated they are left in a clean and tidy condition.

Some of the town centre roads & shop frontages look very shabby. I am ashamed of taking any visitors into town centre.

Until you can find a way of helping/encouraging visitors/shopper's the get from Ventura into the Town Centre the decline of central shopping will accelerate. A train/tram/mini bus service for access from the FREE parking at Ventura

focus on Town centre to bring the heart of Tamworth back, but at the same time keeping its historical character. Better local public transport to encourage us to move away from car focus living.

More trees and less cars would do this. We need better air quality by cycling and walking initiatives.

The £21 million keeps being mentioned but there is no evidence of anything happening. The longer you take to improve Tamworth the less you will get for your money which is not cost effective

You have purchased a number of shops on George Street/Market Street to redevelop. These have been empty for over a year with no publicity in the windows to say the reason why and the exciting regeneration this will bring. Why?. This makes visitors feel the town centre is failing as all they see are derelict empty shops. A poor performance by TBC.

More respect by tbc on the history and historical importance of tamworth. Too much vandalism of the old tamworth by tbc

Get more shops occupied and provide decent town centre communal areas

its sad to walk round

Get land train from Jolly Sailer car park over lady bridge to castle to bring more footfall to the castle grounds we get a lot of out sorts coming to ventura park that have never ventured into our town centre parts of George street look fab get all the rest of properties painted up give incentives to small individual shop keepers

It wouldn't be any worse if nobody bothered at all

Town centre is not nice compared to Lichfield

Can TGIF restaurant can be in Tamworth, in nowadays Al fresco restaurants in Lichfield are better

This is totally the Council's fault that it has destroyed this aspect of Tamworth life and needs to be improved very quickly and not just on vanity projects like the Assembly Rooms .

Needs a good strong focus

Slight increase

Spend your money wisely, tidy up the town centre shop fronts, reduce rents so that companies will rent the premises, encourage specialist shops like boutiques, book shops, antique/vintage shops, collectors outlets, individual sellers such as fabrics, jewellery, cookery, gardening, art and craft etc.

inspecting council house garden to improve the look of the area

Maybe utilise the people on community service or the immigrants housed in the hotels and get them to do things like litterpick , painting scruffy buildings, railings, trim back overgrown trees etc etc Things that would benefit the town

More funding and grants in this area to deliver more schemes and programmes to support the local environment and economy.

More green areas

Market traders - make more welcome

The fact the is is one of the lowest spend areas and the biggest public complaint says a lot. I would need more evidence to understand what needs to be done.

ROADS POTHOLES POTHOLES

Encourage the owners/landlords of empty shops to rent them out so the town centre improves; landlords/commercial property owners should not get tax advantages for leaving premises empty so consider a levy on empty premises.

Business & shops should be told to improve their frontages etc. Church st , George st especially.

I think the Council should prioritise linking Centura to tge Town Centre with a free mini-bus, tram or even land train and use some of the Gvt funds for town improvements to make the Town Centre more for leisure/ niche/small shops and make all parking free for at least 2 hours (or preferably all the times me)to

No idea what you do with this category, surely improving in other areas covers this?

More trees and less cars would do this. We need better air quality by cycling and walking initiatives.

Town centre redevelopment is waste of money when we have so many empty shops. Ventura is a nightmare.

The town centre looks very run down and it feels like a downward spiral. Poor choice of shops due to effects of Ventura.

Get rid of all the refugees taking up rooms in our local hotels

the area is too run down so do the job what has been payed for

More volunteers

Scrap the regeneration of the town, people's shopping habits have changed and no amount of money thrown at improving the town centre will change how people shop (Ventura and Internet shopping)

The town needs to be more like Lichfield with lovely social environment

Tamworth is making a mess of the town centre.

Government funds

There is no social places in my area and environment is not clearly done, you want people to walk or ride to work we have very few footpaths/cycle paths in our area to industrial areas which in winter people never do either as walking on roads can be dangerous

Why no mention of the cost of Britain in bloom?

The Town centre is looking a sorry site . Lower parking charges and lower business rates to help small businesses

You need to improve the town centre to encourage businesses to want to come into Tamworth. Ventura is good but we need an improved town centre. We have a beautiful castle which beings in tourists, but what then, there is nothing. You can do better!

Repair uneven paths, look adjacent bottom house lich st, and keep them swept.

Improve roads especially two gates lights

Have more food festivals actually in the town instead of the castle grounds like Lichfield does.we have so much to offer with our castle and history and the tamworth tap which keeps winning awards but the town centre is dead.

Make people more aware

Clean, usable public toilets. The castle grounds toilets are unusable and vile! Bring back pay on entry and a constant cleaner

Where are Boris's high skilled high-paying jobs?

Tamworth Town centre is dead. No one knows theres a castle (i mean its not like its sprung up overnight) Ventura is the new town centre. Who really wants to live here? Improving local transport would help residents on the outer reaches of this town, feel part of it.

Bring shops back to the town

Make our hospital fit for purpose stop building until we have an infrastructure more doctors and dentists

Make the town a better place to visit. Offer free car parking

No town un the country needs more shops. Turn Ankerside into residential accommodation.

The ditches and streets in Tamworth are filled with rubbish.

Out of councils hands - more discipline overall

It's work in progress but transport is bad to areas where people work. Industrial estates, outside of town to town centre and of course to birmingham, lichfield and sutton coldfield

Ensure infrastructure is prioritised when considering housing development

Encourage local business to invest in town centre. Good to encourage a theme for the town, while major construction underway encourage community to get involved somehow, or to visit and see progress or works

Some could be done by volunteers or apprentice

Make it people want to come don't price them away

The revamp of the centre should really be done to allow shops to fill the place and get it back to a thriving town not a college and coffee shops we need better independent shops but they have to be able to afford the rents too

The pedestrian area is be violated by cars every day now.

Potholes are a disgrace

Grants for voluntary organisations and charities to support vulnerable people in Tamworth

Cowboys running Tamworth

Ask people what services they need? Promote local services!

Very important. Those grants make a difference to organisations ran by volunteers.

Engage with local residents as to how we can support the council and these charities in their efforts./

Grants should encourage Tamworth to exercise, drive less and learn to cook - for example

Having a combined approach to support of the vulnerable and homeless, that results in change not just supporting people to keep them where they are

Only give small amounts that they have to match

What like putting hundreds of immigrants in the travelodge but.cant even get the lawns cut properly?

I spoke on behalf of my son, as his carer, appointee , and applying and approved Planned permission for disabled toilet in my household, still waiting to be done.

More funding and grants in this area to deliver more schemes and programmes to support the local community groups and organisations.

Remove refugees, don't give them money, we have our own vulnerable people in Tamworth and they're not it.

Support our local community and businesses

Charity belongs as a charity case, not an industry. Either prioritise the offer as a service or stop funding.

Clear out the holiday Inn and get that money to people of Tamworth

Try and help if possible

So long as those charities look after local people only, not send the money to care4calais

Find places for young men that are homeless and have no where to go

charities raise enough money just get them to stop paying execs. so much

I agree however central Government should fund better

Cut this

Why cant you do more? Fancy flower beds in Castle Grounds can go without and use this money in more beneficial ways for the greater community.

More consideration of which groups you support

Doesn't actually go to the right people

There are enough of these organisations available in the area. We don't need to fund any more. Money would be better used elsewhere

Depends on the services

As required

This is extremely important, not that the conservatives care about helping vulnerable people based on how much you're paying towards it.

Appropriate applications to available funding

There's a lot of community groups and thats great but they all dip into the same pots instead of combining forces. Stop giving so much away and instead encourage more cooperative work in the third sector

Support homeless charities and heart of Tamworth activities

Keep and increase

Reduce

Always needed for vulnerable who cannot access internet

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

Cowboys running Tamworth

I think we should commission more with this sector

More people should be employed direct by the council to do the jobs not paying agencies to do it

Service should be provided at the lowest cost either in house or via commissions

Depends on how much the commissions cost - generally these are expensive consultants which do not provide value for money

Vulnerable people cost more money if you don't support them

If you are giving grants to voluntary organisations why are you then buying back there services

Must be accountable too much waste going on officials

Again stop funding these vile men only groups of asylum seekers supposedly claiming asylum that came through several other countries they apparently felt unsafe yet stab our residents who fund them being here in to live off Tamworth residents council tax

People with disabilities need support when attending for job interviewsrt for

Consistent funding to commissioning services from charities is important to give a consistent flow of funding to charities which support the vital well being of the community.

Focus on actual vulnerable people e.g. people with disabilities, ex service personnel, elderly. Not giving money out to people who just don't want to get a job.

This costs more money than it would if TBC actually did the service themselves

Work along side the charity

Charity belongs as a charity case, not an industry. Either prioritise the offer as a service or stop funding.

Grants

When needed

Have places where young men can get help with trying to get off alcohol and drugs already enough is spent on these

Social care for the vulnerable should not be reliant on the voluntary sector. They should be fully funded. Expecting them to rely on support from volunteers (which cannot be guaranteed). is discriminatory and treats the vulnerable as less than the rest of the community

At the right price

Get own staff

Is this value for money?!

Depends what they are - full disclosure would be nice

Stop immigrants in our town close the hotel

Again depending on the type of service

Very vague statement- need more details.

CIC and Pathways are OK but the outcomes are sometimes a bit fishy. Perhaps council itself should interview service users instead of relying upon reports from these groups.

More designated crisis centres for homeless and destitute families in area. Jobs fayres are also a good idea

They are volunteers!!!

Keep and increase

Reduce

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

Cowboys running Tamworth

Start looking after local people first charity begins at home the old sayings goes

Very important

Support private landlords rather working against us. You have a reputation for only support

You absolutely should not cut funding from any of these services, the council housing stock is already shockingly poor (highlighted by your own cllrs on social media). If anything the budget and housing stock needs to be drastically increased.

Homeless people were quickly removed from the streets during the pandemic why has this not continued?

more focus on security and creating a nice town centre so businesses don't move away

There are already empty houses, flats, future tenants need to be scrutinised

Essential services that need maintaining

Old council offices to be turned into emergency rooms bottom floor for advice etc

Again try helping our own people who have actually put in to our community not come from half way across the world

Council employees WFH efficient or not? Council workers efficiency?

Charge private landlords for a annual inspection of there properties as most only do the bare minimum.

Increase + (Focus on hard working long tax paying citizens of Tamworth when it comes to Housing, stop prioritising housing for people from different areas, another common compliant)

Regulating private landlords is quite frankly insulting. The sheer state of homes that probate landlords deem acceptable is utterly shocking. On top of this, there is absolutely no security for renters whatsoever. If you have policies in place, please do share them.....

Reduce the Criteria for help needed.

Safe affordable housing should be in reach of all Tamworth residents

Don't spend a penny on illegal immergrants

Remove refugees out of Tamworth, a huge cost to the people of Tamworth and a loss of money for snowdome and what was once snowdome's hotel as it no longer has people able to stay there. They do not pay into the town but the residents of Tamworth are funding them and it's not acceptable and they're making people feel very unsafe with many reported incidents that are not being followed up!

TBC do not do enough to tackle the lack of social housing, the percentage of available social housing on new builds should be increased considerably, and a fair system put in place for waiting list places, the bidding system is detrimental to those who are not computer literate

Utilise council homes or private rented properties rather than spend extortionate costs on hotels and bed and breakfasts

Clean homes not wet and damp

Getting this right is important. I'd be saying the council should be giving basic advice and looking at how to reduce long term demand- ie better education and telling people not to move in with people and giving up their own homes. Or don't expect the tax payer to pay for your three children and give you a home too.

People of Tamworth First should be dealt with instead of the asylum seekers in the holiday Inn we were told it was going to be ukraine women and children not just anyone

Government lie

Support private landlords to improve their stock, don't just 'regulate' us!

private landlords need regulation by government

Providing decent emergency accommodation
get rid of the "asylum seekers "

To many people coming in to the UK no where to buy using are tax

Build more council houses to replace the ones sold and not replaced

Not value for money

Make landlords pay for the work the council has to do to support tennantd

There are to many new houses being built in Tamworth we do not have enough essential services to cope with the extra income of people.

Government funds

I wouldn't no where to find information

More council housing

Better housing and advise

More housing for Tamworth people

Build more social housing, or convert the Town centre to a majority of housing .

Ensure emergency accommodation is furnished and flooring laid to help the vulnerable people using them

Nothing for migrants/asylum seekers

Why cant we see anyone face to face??

Sort out the council accommodation that is not being lived in

Staffordshire council should provide a greater percentage of the council tax Tamworth residents pay each year to Tamworth council. Most of the services they are responsible for funding are the services that require greater attention

People need to take more responsibility for themselves

Control the amount of properties purchased from private landlords.

Ensuring benefits for housing are used appropriately for housing

Definitely need more, council housing stock is poor, temp accom limited, we don't see rough sleepers much but when council advice is find private rental thats difficult, few available and even fewer available for those on low income or benefits. Build more and charge more for air bnb and empty properties including above shops.

See above

Do not sell the land at Wiggintin park fof hoysing

Open Marmion House. Some floors could be accommodation

Same

Deal with disgusting neighbours

I'm all for more affordable housing and council housing but the doctors dentist schools need to be built to

What are you doing to regulate private landlords?

More housing advice for those that need it

This is always needed

More Government support needs to be pressed for in categories of Applicants

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

Cowboys running Tamworth

Great idea, promote all local businesses - shout about them on Visit Tamworth

Businesses (particularly small, independent business' really need your help right now!!!)

Support for small businesses not large

good if it's small businesses, but they are struggling because of Ventura and parking charges

Some wasteful ideas in late look good on paper but not used to full potential

Improve the town centre, lower start up rents for bussnesses.

Scrap some of this. Giving too much free money away unncessarily

The only business grant available was giving many thriving businesses thousands from council tax during covid regardless of weather they actually needed it

Already has enough funding . Does not need increasing .

If a business needs financial support it needs to look at what's it's doing and cut costs or close. Council tax money should not be used to prop up failing businesses.

Increase +

The right business how bus is the enterprise centre what does it actually do?

I've honestly never heard of Tamworth BC handing out grants to businesses....

more people opening businesses in the town - start ups would be beneficial to the economy. But encourage them to start businesses. Get business leaders to volunteer to teach different aspects of starting a business. I started a business in Perth Australia and was supported by the local government. They had an excellent program of support and most was from volunteer business people giving free bite size courses. 1/ business accounts, bite size one morning and a booklet, 2. marketing, 3, planning a business plan and feasibility, etc. They cost about £10 but anyone thinking about starting a business felt supported and had the knowledge. I still have my booklets if anyone wants to take a look. The accounts one for instance was run by a guy who owned a local business and his accounts assistant. They just gave up 1 morning about every 2 months. The fee covered the booklets. Out of it the people that attended the sucess rate of people starting a business was 86% people felt they had the suppo

Local businesses would benefit from free car parking on the weekends to encourage shoppers to come to Tamworth Town Centre instead of Ventura

Businesses should be able to stand on their own

More and higher grants and investment in supporting businesses is crucial in this current economy and businesses who are struggling to survive in the current climate. More investment needed to deliver high level schemes and interventions. To allocate more resource.

I am a director at a business and I know nothing of support for businesses

Grants for new businesses

Put in place a scheme that once the business is profitable they pay back the grants

What are grants given for? What support packages

small charge for support

Grants for basics should stop. Only for big returns.

How will an enterprise centre in the middle entry improve Tamworth centre. Look at Lichfield. Building college in town centre will increase litter etc. we need more restaurants & private accommodation in the centre to encourage people to use local restaurants etc. Residents of tamworth have to go to Lichfield for decent lunch.

Fully agree need more towards help setting business up even perhaps a accountancy free advice service for a year.

This is very important and should be available whenever needed

make businesses pay their own way

Charge less rent to small businesses to encourage people

Government funds

Any developments in this area would be welcomed to support Tamworth to become a thriving innovative place to live/work.

Yes definitely start with small business

Cut

Continue

Stop giving grants to businesses

Too much red tape probably.

Local businesses? You're not interested. Tamworth is full of vape, barbers, charity and Costas.

Too many small businesses are trying to start and rely on grants to get them going. I would only give grants to a business that is going to benefit the community in general and not one that will benefit the proprietor

More support for small businesses

This is OK. Could be improved. Have a business led regeneration group, not a BID because they can't afford it.

More support for independent business.

Maintain and increase support if possible. Healthy living and increase support for active lifestyles

Need to attract business into the town centre. Look at Lichfield, great town.

Yes but get rid of TEC enough officers in Marmion house

Improved access to information/customer services

Cowboys running Tamworth

Customer Services should have their own building (Town Hall) - If I was homeless and needed help/advice, I would feel embarrassed to go into the Assembly Rooms whilst people are buying tickets and drinking coffee etc - That's me personally though, I would hate to discuss my private business in-front of other people.

Put a face back in place not everyone does the internet like a business TBC needs firm roots an at the moment it as none stop blaming covid now get back to d we irk properly not from home

A proper office staffed

So, so important to stop some of the issues turning into the snivel problems.

Tamworth has always been good at letting people know what's happened not what is going to happen

You need to update the website portal it's extremely aesthetically out of date and clunky compared to other local councils. Reflects poorly on the council, easier access to forms/applications online and general help and information, cuts down costs drastically for administrative staff.

The elderly, disabled and vulnerable often do not know where to go to get help

Council should be more sympathetic to residents problems re trees.

The desk in the theatre needs to be better advertised.

Customer access Centre for Council tenants

Well now you closed the main offices .that should be a big saving

improve website and info hubs in libraries/GP surgeries/ community centres.

I think the money being spent should be more than adequate, problem solve as to why it's not not seek to spend more

I feel this could be more accessible than it is.

We have been trying to speak to someone face to face at the council with no success....where is everybody

Totally ruined put the information place back in George street heart of town where you could get leaflets and tickets easily whose idea to move it ridiculous even corporation st was good

I only recently found out that you could contact the Council at the Assembly Rooms. Rather than spending additional money maybe the council tax bill leaflet can simply show where to contact especially those services at the Assembly Rooms and library.

Sack them all, not even tbc complaints link works, I have sent many complaints with zero correspondence so what's the point in customer service?

Marketing needs to be significantly improved, social media presence is dreadful, you need to have a presence on some of the main Facebook groups and promoting the work you do Customer services always is vital for everybody. In any business and our council offices to help communities of any ethnic group.

Most definitely needs improvements. No face to face option since Covid , so Council must have already saved a good sum of money

Bring back Marion house!

Reduce (The Internet and an actual Council Building like the Predecessor that has been abandoned; Remove the "Work-from-home" employment scheme for Council Employees if you want to be easier to speak to.

Large premises not needed

use your volunteer army.

Nothing wrong with how it was having a reception desk for the more vulnerable that cannot do things online.

Promote everything good about Tamworth and its events/services on Social Media, including FB, Instagram and X (formerly Twitter)

weekly news letter from the council on updates and planning

You need to understand that many people do not use social media or limit their facebook useage to a limited circle. The lack of publicity around town etc contributed to the poor attendance at the Tamworth fest on the 10 Sept noone knew about it.

No access/limited access since Marion house was closed

We need a place to physically go a talk to housing and other council staff

Someone who answers the phone. Get staff back in a office. People want to talk to a person not a machine .

use council empty properties to have a desk in town centre not assembly room

100% agree we need the TBC "super girls" back a the office. Plenty of shops handy?
Somewhere to collect paperwork like this - so better response from wider age groups

review methods

24:7 online is essential now a days. Moving from the assembly rooms too - I'd suggest a pop up on Ventura, more people visit there!

Need a central, easy parking contact point for face to face enquiries etc.

Yes to much red tape to find what you want internet not always good as it looks for key words not actually like talking to a real person.

Cant believe the only face to face you can get with the council is at the assembly rooms public desk, this needs to be improved

Bring back a central bus station on Aldergate. This will give people access to mysterious information centre in the assembly rooms.

Need more face to face in a better place than the Assembly rooms

There should be a proper council office with a front desk where people can talk to council staff not everyone can do it online

open up marmion house ,proper face to face.

Provide information on where a young man can go to get help

just use social media

Using the Assembly rooms I believe was a temporary solution to the problem bad on the person/s who deemed it suitable as a permanent base for the public to use. There's no privacy to start with, the staff have had no training. All trained staff are still working from home I believe- nice for them I guess but not for the member of public who needs help and advice. This service has gone down hill tremendously and needs addressing immediately.

Not value for money

Actual answer the phone

Why do the council not open a face to face office for people contact

Streamline processes, better informative web site. Up to date information available prior to the event not afterwards.

Not every one uses social media

Who wants to go to assembly rooms and discuss private and personal information in front of the cafe area not me

Re-open Marmion house.

Definitely we need face to face facilities to sort out issues

I feel customer services are ineffective in there present form. With marmion House being closed some departments have become inaccessible and clocked in invisibility.

Stop wasting money on expenses for yourselves for example you don't need expensive venues or food bought in when you have offices council and local parliamentary meeting can be made cheeper along with councilors expenditures they earn enough to pay for themselves. Also why are refugees put up in fancy hotels making my area unsafe while our homeless are in horrible dangerous hostels

Currently fine i have email and phone

Essential

Is there a customer services? Robots dont count! If everything was done properly there wouldn't be need to make complaints

When are we going to be able to see someone face to face??

never see anything what is happening in Tamworth

However much you claim to be spending on customer service is a waste. There is no communication. No-one to complain or talk to and nothing gets done if you complain online. Where does this money go?

This is irrelevant

Since working from home customer service doesn't exist

Maintain web page LD with recent changes

Tamworth needs proper office places especially to speak in private. A desk in the Assembly Rooms is not acceptable

People are always stopping at Marmion House. The staff at assembly rooms are lovely but not equipped to deal with council tax, housing, fly dipping etc use the old Bon Marche as a base, it's by the town hall, wheelchair accessible and room to queue without disturbing other business.

More community action online and information boards regarding history of tamworth and support available

There must be a front office with full services and private spaces to replace the front desk at Marmion House

Needs a front desk for people who don't have internet access

Have a decent desk

Open Marmion House. Presented situated not acceptable

Email us

Live telecast council meetings that residents can watch

We need Marion house back up and running I really don't understand why staff are still working from home whilst we pay for an empty building and extra heating etc for staffs homes

Honestly people working from home isn't the best way for people to access support from the council. plus farming out those services to TIC isn't the best idea. Events and culture are different organisational cultures than Council services. So sooner a new building the better..good to sell marmion house

Better c/s advice

Better guidance/signage at Marion house and recorded message regarding assembly rooms

A well informed front Desk & Telephone system would in many cases provide a quicker & efficient service