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## Foreword

**"We will do all we can with the resources available and we know our partners will do so too".** Taken from the 2010/2011 Annual Review this statement represented a commitment to working with others either in partnership or in collaboration with all those who share our vision for Tamworth.

The last 12 months have been described as **"The most challenging times for Local Government in living memory"**... and yet, despite this, Tamworth Borough Council recorded one of its most successful years to date in terms of performance, achievement, financial management and, most importantly, customer satisfaction.

**"Looking back with pride... Looking forward with confidence"** was the title of this year's Annual General Meeting. Despite the uncertainty surrounding government grant funding, heavily reduced income from services and the fact that legislative change and policy reforms were being implemented almost weekly, Tamworth Borough Council not only maintained service levels and standards, it improved them too.

By being open to change and innovative in how we work, the Council is able to operate to a high standard with less money and fewer staff. A series of well planned, well managed reviews have led to more efficient ways of working that not only save money, but that reflect the changing needs of our customers. Converting challenges into opportunities is often clichéd, but in truth, it has been the basis of our success thus far.

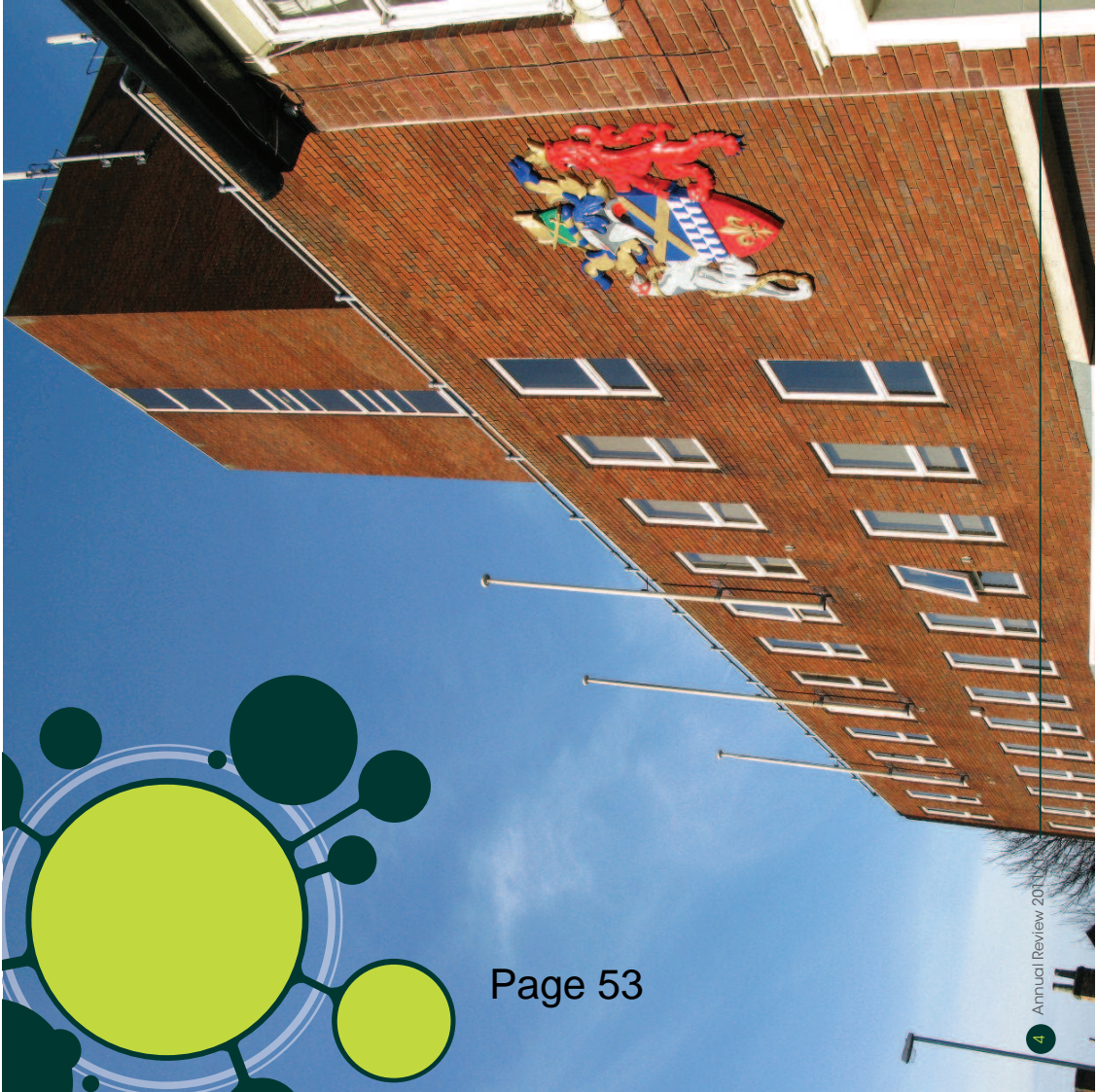
- **Financial Stability** – The Council has produced a balanced 4 year financial strategy which includes opportunities for growth;
- **Improving Health and Wellbeing** – the Council was the first in the region to produce a joint housing and health strategy and is at the forefront of planning to become a commissioning body;
- **Cleaner, Green Environment** – Award winning Waste & Recycling Service, Gold medalists in Britain in Bloom, lower levels of litter and communities taking action in their environments;
- **Meeting our Housing Needs** – Core Strategy approved by Council; both neighbouring authorities agree to assisting our housing proposals; millions to be invested in social housing;
- **Safer Communities** – Partnership Hub receives national recognition; crime figures drop; ASB reduced; Town Centre considered safer.

With our front line services secure and no planned redundancies forecast, staff are better motivated and are proud of their achievements.

With technology supporting them, staff will be able to work in a more flexible and agile manner and in doing so, position themselves and the organisation so that it, together with our partners, can take the next step on the journey to **"One Tamworth, perfectly placed"**.



**Anthony E. Goodwin**  
Chief Executive



## Foreword

**The annual review contains many of the highlights which show what a busy and successful year it has been. A year that has seen councillors, staff, partners and residents work together to aspire, prosper, be healthier and safer in Tamworth.**

In 2010/11, I presented a four-year balanced budget to Full Council, and I was pleased to do so again in 2011/12. This is a huge achievement when coupled with the fact we have, for the second year running, frozen Council Tax with no cuts to front line services.

Our objective to create opportunities for business growth and create local employment was strengthened when we joined forces with the Birmingham Local Enterprise Partnership (LEP). This means we are now able to play a key role in making strategic decisions to drive sustainable growth and job creation across the region.

In order to improve the promotion of the Town, the Tamworth Information Centre relocated to bigger and better premises. This has proven to be very successful as in the first year 140,000 people have visited it, with a quarter of those buying tickets or souvenirs.

Some 80,000 people attended our varied outdoor events programme which included the Ultrasound Music Festival, the Christmas lights switch on, the Firework display, St. George's Day event, Heritage open days and Saxon Summer Festival. These events not only attract visitors to our town, but also put Tamworth on the map as a premier location to live life to the full.

2011/12 will also be remembered as being the year when the Staffordshire Hoard was displayed at Tamworth Castle. As anticipated, this proved to be very popular and attracted 14,000 visitors, not only locally, but from as far a field as the United States and Australia.

Our commitment to the Town Centre has been evident in us leading on the Gateway project for the improvement of two key linkages to the town centre. We also continued to promote the Gungate development site and have been investigating options to kick start this development.

2012/13 promises to be an equally busy year and our recently approved corporate plan shows the activities we will be undertaking. I know that with the continued commitment and hard work of everyone that in next year's annual review I will be recalling similar success stories.

**Councillor  
Daniel Cook**  
Leader of  
the Council



# Celebrating Successes

The last 12 months: a quick look back.

**April** New Tamworth Information Centre relocates to the Phillip Dix Centre

**May** The Finding a Home scheme has proved a huge success with 93% customer satisfaction

**June** DIY demo day for tenants  
Open days showcasing extra care housing

**July** Joint waste service receives major national award  
Residents came along to Community Together days

**August** Hoard exhibition and Saxon Festival  
Outdoor gyms opened in Doshill & Wiginton Parks

**September** Uppercourt music festival  
In Bloom Luncheon Gold Award

**October** Sheltered Housing Schemes receive a quality award

**November** Announcement that Olympic torch relay coming to Tamworth  
Fireworks Spectacular Event

**December** The new Healthier Homes Strategy was launched

**January** Tamworth Castle receives Sandford Award for its education programme  
First tenants' conference attracts more than 100 people

**February** Plans to develop Assembly Rooms and create a cultural quarter announced  
0% increase to CO2 emissions

**March** An energy saving scheme saw loft and wall insulation installed free in 2000 homes  
Two new multi-million pound housing contracts went live

## One Tamworth, Perfectly Placed

**One Tamworth, Perfectly Placed' is the new, single vision for Tamworth Borough Council, approved by Cabinet at the start of 2011.**

It has long been a political aspiration that organisations we work with agree to tackle the most important issues facing Tamworth and we all share the same vision.

By working towards one single goal, this will help us achieve our new goal for those who live, work and visit the area: to ensure our focus is 'One Tamworth, Perfectly Placed'.

However, the real challenge facing politicians and officers is balancing the increasing needs and aspirations of our diverse communities, with the funds and resources available.

We believe we have done this: the single vision shows how we will deliver services, support communities and influence partners and organisations. This allows us to tackle the most important, long terms issues facing Tamworth, the community and the place.

The County Council, Police, Health Service, Fire & Rescue Services, voluntary sector and others will also adopt a similar approach.

By working together, sharing skills and resources while focusing on what is important, is the most effective way for not only the borough council to work, but all our partner organisations. By adopting one single vision we know residents will see a difference.

The "our achievements" section that follows shows attainments under the strategic priorities in the last year.

## Our achievements

Shown below, against our objectives, are some of achievements in 2011/12. All we have achieved is not included but we have identified those achievements which we feel will be of most community interest due to their impact and benefits.

We have developed, and maintain, a corporate scorecard of performance indicators so that we can keep a check on progress made against these objectives. Rather than list them in this document, which would only provide a static picture anyway, readers should go to our website where they can view, via our dedicated performance management system, the most up to date performance information available. [www.tamworth.gov.uk/council\\_and\\_democracy/performance/current\\_performance\\_information.aspx](http://www.tamworth.gov.uk/council_and_democracy/performance/current_performance_information.aspx)

### To Aspire and Prosper in Tamworth

**To create and sustain a thriving local economy and make Tamworth a more aspirational and competitive place to do business.**

#### a) Raise the aspiration and attainment levels of young people

- Tamworth Castle won a Sandford Award for a second time for its education workshops for children, each year the castle attracts more than 10,000 school children who take part in a wide range of workshops.
- Schools and academies reported improved attainment levels.
- Officers attended meetings with head teachers to influence the County to develop a vision for education in Tamworth.
- The Wall – one of the biggest community arts project ever staged in Tamworth - was launched and looked to bring people from all ages and communities together.

#### b) Create opportunities for business growth through developing and using skills and talent

- Work Club created at the Storydeiph Arch.
- The Think Local 4 Business show was held for the 8th consecutive year and attracted 612 delegates, 64 exhibitors and provided 11 seminars.



**c) Promote private sector growth and create quality employment locally**

- Major retailers such as John Lewis at Home, B&Q, Maplins and Next Home stores opened stores creating almost 400 jobs in the town.
- Tamworth Borough Council joined forces with the Birmingham Local Enterprise Partnership (LEP), this means we are now able to play a key role in making strategic decisions to drive sustainable growth and job creation across the region.
- Tamworth Borough Council led on the Gateway project with a landscape architect being recruited to prepare schemes for the improvement of two key linkages to the town centre.
- To boost trade in the town centre, free parking was available in the run up to Christmas.

**d) Brand and market "Tamworth" as a great place to "live life to the full"**

- 80,000 people attended our varied outdoor events programme which included the Ultrasound Music Festival, the Christmas lights switch on, the Firework display, St. George's Day event, Heritage open days and Saxon Summer Festival.
- The Staffordshire Hoard was displayed at Tamworth Castle and attracted 14,000 visitors.
- The Heritage Lottery Fund awarded a grant of £875k to Tamworth Castle for a conservation & education programme.
- 38 new market traders were attracted to the new look Tamworth market following the transfer to a new market operator.
- The Tamworth Information Centre relocated to bigger and better premises at the Philip Dix Centre attracting more than 140,000 people visitors and 36,000 buying tickets or souvenirs.
- It was announced that Tamworth will host the Olympic Torch as part of its UK relay in June 2012.
- International travel website, Trip Advisor, revealed figures which show that Tamworth is the fourth fastest growing European destination in 2011.
- A brand new iPhone app means that Tamworth's fascinating Heritage Trail is always available.

**e) Create the physical and technological infrastructure necessary to support the achievement of this primary outcome**

- The Tamworth & Lichfield Waste & Recycling Team won the local authority team of the year at the National Recycling Awards and, with the participation of the public, boosted household recycling levels to 50%.
- Tamworth won gold in the Heart of England in bloom competition for the second year running and also a special award for horticultural excellence.

- Whilst being unsuccessful in our bid to be a "Portas Pilot town" many of the recommendations suggested by the shopping guru are already in place in Tamworth like working with the Small Business Federation and Chamber of Commerce on a number of initiatives to raise the profile of small traders in the town centre and, under the umbrella of the Tamworth and District Tourism Association, 50 businesses have joined together to boost and promote the town centre.
- Ambitious plans to develop Tamworth Assembly Rooms and create a cultural quarter with the Library were announced.
- Through our conservation grant scheme, almost £50,000 was invested by Tamworth Borough Council to help preserve some of Tamworth's historic buildings.
- Under the new housing budget system, Tamworth Borough Council will be able to keep all of the rental income it receives - and will be able to plan with more certainty for the future.

## To be Healthier and Safer in Tamworth

### To create a safe environment in which local people reach their full potential and live longer, healthier lives

**a) Address the causes of poor health in children and young people**

- Free Swimming for all was made available at Wilnecote Leisure Centre and nearly 3,000 free swims were enjoyed there by the under 16s.
- Tamworth Borough Council supported local sports initiatives and projects such as the BMX track, Tamworth Athletics Club and Tamworth Rugby Club.
- Tamworth Borough Council provided continued support for the Schools Sports Programmes.

**b) Improve the health and well being of older people by supporting them to live active, independent lives**

- Outdoor gyms were installed at Dosthill & Wigginton Parks. The outdoor gym in the Castle Grounds attracts around 400 users per week.
- In conjunction with the Primary Care Trust, Phase Four Cardiac support was established at the Casle grounds gym and the opening hours of general referrals was extended to cope with demand.



- The Home Repair Assistance Grant scheme was made available to homeowners and private tenants to carry out repairs on their homes.
- Tamworth Borough Council worked alongside Thomas Guys Almshouses to install new solar panels on the building.

**c) Reduce the harm and wider consequences of alcohol abuse on individuals, families and society**

- Tamworth Borough Council took part in major partnership initiatives including Operation Take Home and the Proxy sales campaign.
- The findings of the reducing alcohol misuse project were sent to the Chief Constable, Community Safety Commissioner and County Commissioner for Substance Misuse to be integrated within the wider County project plan.
- Continued enforcement of a robust licensing policy to fulfil its objectives of crime and disorder and nuisance prevention, public safety and protection of children from harm.

**d) Implement 'Total Place' solutions to tackling crime and ASB in designated localities**

- Community Safety Hub was created at Tamworth Police Station where Council Community Safety staff work alongside other organisations including victim support and housing staff.
- Various crime prevention events were held throughout the year including a number of events at the Assembly Rooms and Ankerside, a presence at community days held by the borough council, a town centre based event at Christmas and, in conjunction with the Tamworth Community Safety Partnership, a powerful new domestic abuse campaign targeting male perpetrators was launched.
- Incidents of anti-social behaviour continue to fall. Last year there were 2295 incidents compared to 4570 in 2008/09.

**e) Develop innovative early interventions to tackle youth crime and ASB,**

- Operation Safer Nights Plus was aimed at informing and educating revellers about how to stay safe, while at the same time supporting the town's night-time economy by making Tamworth a much safer place to be at night.
- Introduced alternative/diversionary activities such as the Skateboard Park, BMX Track and other music and arts based programmes.
- Through locality working and in partnership with the Community Safety Partnership, Tamworth Borough Council had £20,000 to spend on projects in Amington, the decision where the money was spent being made by the residents themselves.

**f) Create an integral approach to protecting those most vulnerable in our local communities.**

- The first annual tenants conference was held where attendees were given the opportunity to have their say on housing services and hear about the latest developments.
- Accreditation was achieved against the Centre Sheltered Housing Studies quality assessment framework.
- The HEAT scheme was extended enabling residents to benefit from improvements to insulation with more than 2000 properties benefitting from such measures.
- The "Estate Walkabouts" continued in Belgrave, Stonydelph and Glascoate giving residents in those areas the opportunity to identify problems, make suggestions and become involved in providing solutions.
- The "Big Glascoate Health Tidy Up" saw various public sector agencies and residents take part in a clean up operation in their area. The project was funded from the £4,500 awarded as part of the participatory budgeting scheme for the tidy-up and the rest of the ongoing project to make a difference in Glascoate Health through education, enforcement and action to address litter and fly-tipping issues.
- A DIY Demo Day for council tenants was held to show how they could undertake minor repairs to their property.
- The Housing and Health Strategy was launched.
- Four community together days were held in Glascoate, Kettlebrook, Stonydelph and Amington giving residents the opportunity to not only have a fun day out taking part in various activities but also get advice from various organisations such as Tamworth Borough Council, Staffordshire Fire and Rescue Service and the NHS.
- The Finding a Home scheme has proved a huge success with 93% customer satisfaction.
- Open days showcasing "extra care housing" took place. Extra care housing combines independent living with 24 hour care and support, offering an alternative to residential care.
- Two new multi-million pond housing for Housing repairs and gas maintenance went live.
- Citizen Watch – a town centre offering people with learning disabilities a safe haven if they feel threatened, bullied or scared – was launched.
- Grants of up to £10,000 became available from Tamworth Borough Council to bring empty properties back into use. It is estimated that there are around 250 empty properties in the borough which could be used to provide housing to people looking for accommodation. 61 dwellings were brought back into use last year.



## To be accountable, approachable and visible

Value for money and accountability will underpin the delivery of all corporate priorities. Working with others, the Council will deliver services that are well-governed, ethical, effective, efficient and economically viable.

- There was no increase in Council Tax for the second year running.
- A four-year balanced budget was set.
- Traffic improvements at Ventura Park, the wider promotion of Tamworth town centre for shopping, and the success of outdoor events and the Staffordshire Hoard exhibition all came under the spotlight during the State of Tamworth debate. The meeting saw councillors take part in a lively debate on the findings of Tamworth Listens' consultations with residents, groups and businesses.
- We achieved an unqualified external audit opinion and a positive value for money conclusion following production of IFRS compliant accounts for the first time.
- The Tamworth Strategic Partnership was formed and the new vision and priorities were launched.
- Undertook both local elections and national referendum on voting reform.
- As a result of reviewing and streamlining their services, through the Transforming Tamworth Programme, including the implementation of e-billing, the revenues section reduced the cost of Council Tax collection per dwelling to £9.78 from £14.47 in 2008/09, whilst maintaining a high collection rate of 98.1%.
- The benefits service was involved in 31 successful prosecutions for benefit fraud involving more than £209k in over claimed benefit.
- The benefits service maintained a live caseload of 7,560 Council Tax and Housing Benefit claims and implemented e-claim for benefit claimants.
- The Support Services Options Appraisal identified £85k year on year savings.
- Over 200 members of staff attended the AGM.
- Recovered £5.557m, more than 70% of monies due, deemed at risk in Icelandic deposits, with further distributions expected.

- Implemented ATLAS (Automated Transfers to Local Authority Systems) allowing the Department for Works and Pensions to securely transfer benefit data.
- Commenced and extended the ICT service desk support to Bromsgrove and Redditch Councils respectively.
- Supported the HRA self financing process including the successful arrangement of £44.68m funding to deliver the buy out of the housing subsidy scheme.
- Received successful accreditation of both ISO assessments covering information security and IT processes and procedures.
- Working with Staffordshire Connects, a specification for a new customer relationship management system is being developed.
- A new on line Housing and Council Tax Benefit application was launched and now more than 40% of applications are received in this way.
- Residents can now elect to receive their council tax bills on line. To date 250 receive their bills in this way.





## Tamworth Listens 2011

Tamworth Listens is a regular consultation process that feeds into the State of Tamworth Debate.

The idea behind Tamworth Listens is to involve the public in a debate about Tamworth borough and to make the councillors and partners more visible and accountable.

Key findings this year were: reduce level of crime, improve job prospects, cleanliness, affordable decent housing and shopping facilities.

To view the whole report visit our website [www.tamworth.gov.uk/council\\_and\\_democracy/consultations/tamworth\\_listens1.aspx](http://www.tamworth.gov.uk/council_and_democracy/consultations/tamworth_listens1.aspx)

## Our Councillors 2011/12

Tamworth Borough Council consists of 30 Councillors in 10 wards.

Following the local authority election in May 2011, the Council was made up of 23 Conservative, 6 Labour and 1 Independent councillors. Details of all our councillors can be found by visiting [www.tamworth.gov.uk](http://www.tamworth.gov.uk)

## Summary Accounts 2011/12

### The Cost of Council Services for 2011/12.

The Comprehensive Income and Expenditure Account below details the cost of running Council Services between April 2011 and March 2012, where the money came from to finance those costs along with the surplus or deficit at the year end.

Tamworth Borough Council budgeted to use £0.70m from General Fund balances in 2011/12.

The year-end position showed an increase of £0.21m to £4.72m.

The improvement in the Council's estimated financial position arose mainly from increased returns from Icelandic deposits, unspent reserves and savings in contingency budgets.

### Comprehensive Income and Expenditure Account

2010/11 £m	2011/12 £m
0.9	0.4
2.5	2.7
5.5	4.1
1.8	1.7
0.4	(0.3)
(19.2)	(0.1)
-	44.7
55.4	-
(1.8)	-
1.7	1.6
1.6	1.6
-	0.1
(7.0)	-
41.8	56.5
(2.3)	(2.8)
(28.6)	(44.9)
10.9	8.8
(3.5)	(3.5)
(1.0)	(1.5)
(6.0)	(4.0)
0.4	(0.2)
4.9	4.5
4.5	4.7



**Housing Revenue Account**

The overall revenue financial position relating to council housing shows a reduction in balances for the year of £0.60m from £5.09m to £4.49m - to be carried forward to 2012/13.

This equates to an underspend of £0.08m when compared to the approved budget for the year, mainly due to lower interest costs together with higher than expected rent income - offset by housing repairs contract pension costs.

2010/11 £m	2011/12 £m
(16.6)	(17.5)
Income from Rents & Charges	
50.9	62.0
Expenditure	
1.1	1.1
Net interest paid	
(35.8)	(45.0)
Adjustments & internal accounting	
<b>(0.4)</b>	<b>0.6</b>
<b>Net (Surplus) / Deficit</b>	
4.7	5.1
Balance on 1 April	
5.1	4.5
Balance on 31 March	

**Capital Expenditure**

During 2011/12 the Council spent £5.2 on capital works. The majority of expenditure related to improvement, enhancement or ongoing construction works. A payment of £44.67m was also made relating to the Self Financing Reform of Housing.

Fixed asset acquisitions in the year include the purchase of IT Equipment (software & hardware); purchase of community safety equipment and enhancements to the CCTV System.

2010/11 £m	2011/12 £m
4.4	4.5
Council Dwellings	
0.1	-
Other Land & Buildings	
0.5	0.1
Vehicles, Plant & Equipment	
0.1	-
Community Assets	
-	0.1
Heritage Assets	
0.4	0.4
Housing & Other Grants	
-	-
Investment Properties	
-	-
Assets under Construction	
0.1	-
Software	
-	44.7
HRA Self Financing Settlement	
<b>5.6</b>	<b>49.8</b>
Financed by:	
0.9	0.2
Capital Receipts	
0.5	0.4
Government Grants & Other Contributions	
3.7	4.5
Revenue/ Reserves	
0.5	-
Supported Borrowing	
-	44.7
Supported Borrowing HRA Self Financing	
-	0.0
Unsupported Borrowing	
<b>5.6</b>	<b>49.8</b>

**Balance Sheet - what the Council owns, owes or is owed**

31 March 2011 £m	31 March 2012 £m
170	166
Buildings, Land & Assets Owned by the Council	
16	16
Money Owed to the Council	
(6)	(6)
Money Owed by the Council	
15	17
Investments	
(23)	(28)
Pension Liability	
(20)	(65)
Long Term Debt	
<b>152</b>	<b>100</b>
<b>Total</b>	
7	7
Financed by:	
Reserves	
10	9
Revenue Balances	
2	2
Capital Income not yet used	
156	110
Capital Finance & Revaluation of Assets	
(23)	(28)
Pension Reserve	
<b>152</b>	<b>100</b>
<b>Total</b>	

The Council's Statement of Accounts has been prepared in accordance with the Accounting Code of Practice under International Financial Reporting Standards. For the purposes of this summary some simplifications have been made to provide more meaningful information.

Following conclusion of the audit by the Audit Commission, a full copy of the Council's 2011/12 audited accounts will be available on the Council's website.

A copy of the Council's 2011/12 unaudited accounts is available on the Council's website [www.tamworth.gov.uk](http://www.tamworth.gov.uk) and available for inspection at Marmion House. Please contact the Executive Director Corporate Services on 01827 709252 for further details.



## Contact Us

To provide feedback specifically on the form and content of this Annual Review, please email [john-day@tamworth.gov.uk](mailto:john-day@tamworth.gov.uk)  
Telephone – 01827 709 588

For more information about Tamworth Borough Council visit our website at [www.tamworth.gov.uk](http://www.tamworth.gov.uk) or pick up a copy of our residents' magazine, Talkback.

### *Tamworth* Borough Council

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