

Appendix 3 - Resident Survey

Welcome

Welcome to our survey about the council's future work, aims and ambitions for the borough.

The survey will take no more than 15 minutes to complete. You don't need any specialist knowledge or experience of contacting us to take part, just a willingness to share your views.

This survey is specifically for people with an interest in building a better Tamworth. We appreciate your time and feedback, thank you.

What's this all about?

We're asking for your thoughts and feedback to help shape a corporate plan for the council.

Every well-run council has a corporate plan, so staff, local people, local businesses and partners understand what the organisation is working to achieve and how it plans to do that.

A corporate plan is not intended to cover everything a council does, but it sets out the aspirations and key areas of focus that will be delivered alongside the day-to-day services.

We've already worked closely with local councillors, local community and voluntary groups, the Chamber of Commerce, local emergency services, NHS and others to develop some key areas of focus. These key areas of focus are our priorities.

And it is this list we're now sharing with you to hear your thoughts. We're asking if these are right for Tamworth, if anything is missing and which is the most important to you.

Getting this right is important; while working to maintain a financially stable council, we'll also make sure funding and work is shaped around the priorities so that we can best service all Tamworth Communities.

Your views are very important to us; with your help we'll develop a plan that really seeks to meet the needs of everyone living, working, or visiting Tamworth. We are also asking residents to think about what they could do for themselves to help make Tamworth better.

The draft priorities

For each draft priority, please tell us...

...If the priorities and their descriptions important areas for improvement in Tamworth.

...tell us if anything is unclear/wrong.

...and rank them in order of importance.

Priority A - Council

Creating a caring, co-operative, innovative and data driven council that is structured to deliver effective services:

- We are a council that is visible, approachable and accountable.
- We work well with others as part of the Co-operative Council Innovation Network (CCIN).
- We ensure our customer processes are accessible and focused on delivery for the customer.
- We communicate well and ensure information provided to customers is readable and accessible to them.
- Our services are data driven, use data to target improvements and predict and possibly prevent issues escalating.
- We make good decisions and take calculated risks based on good data and feedback.

Question1. How important is this priority and the descriptions as an area for improvement in Tamworth?

- Very important
- Quite important
- Neutral
- Not important
- Not at all important

Question2. Comments, is there anything unclear or wrong?

Priority B - Prosperity

Growth in the local economy, skills and jobs, investment in areas that support financial stability and balanced budgets, obtaining best value:

- We work with businesses to promote start up, growth and sustain employment.
- We work with partners to create jobs and broaden workforce skills.

- Our Medium -Term Financial Strategy and Housing Revenue Account Business Plan are balanced and deliver value for money.
- We spend and invest wisely to save money in the long term.
- We procure sustainably with social value in mind.
- We hold partners and contractors to account for their performance.

Question3. How important is this priority and the descriptions as an area for improvement in Tamworth?

- Very important
- Quite important
- Neutral
- Not important
- Not at all important

Question4. Comments, is there anything unclear or wrong?

Priority C - Place shaping

All communities feel safe, cared for and can be proud of their area, including our vibrant town centre:

- We work with partners to create a more vibrant town centre, which is accessible to all, with an improved retail and residential offer.
- We work with partners to ensure footpaths and cycleways are clear and well maintained.
- Our future high street funding projects deliver regeneration and support enterprise.
- We offer new markets and improve events as part of a town centre plan.
- We work with partners to ensure crime is reduced and Tamworth is safer.
- We improve tourism and night-time offer, making best use of our historic and cultural assets.

Question5. How important is this priority and the descriptions as an area for improvement in Tamworth?

- Very important
- Quite important
- Neutral
- Not important
- Not at all important

Question 6. Comments, is there anything unclear or wrong?

Priority D - Environment

We have a roadmap to achieving net-zero, environmentally friendly and sustainable assets and enhancing biodiversity in the borough:

- We educate and support reductions in litter, waste and increased recycling.
- We use enforcement powers to tackle fly tipping and other environmental crimes.
- We reduce the use of carbon at the Council and in our operations.
- We work with partners to protect and improve our environment and achieve net zero for the borough.
- We help to create a sustainable future where nature can thrive to keep us healthy and safe.
- We ensure Tamworth offers world-class environmentally friendly housing.

Question7. How important is this priority and the descriptions as an area for improvement in Tamworth?

- Very important
- Quite important
- Neutral
- Not important
- Not at all important

Question 8. Comments, is there anything unclear or wrong?

Priority E - Community Wellbeing

Residents live long, healthy, prosperous lives in communities that are resilient and independent:

- We provide accessible services that support the most vulnerable in our society.
- We work with partners to keep children, young people and marginalised groups healthy and safe with every opportunity to thrive in their community.
- We ensure more people have the skills to access our services digitally and in our housing stock.
- We have a real commitment to providing more affordable housing and reduce homelessness.
- We will increase the number of Disabled Facility Grant (DFG) cases delivered in a shorter amount of time.
- We work with partners to build foundations for long and healthy lives.

Question9. How important is this priority and the descriptions as an area for improvement in Tamworth?

- Very important
- Quite important

- Neutral
- Not important
- Not at all important

Question 10. Comments, is there anything unclear or wrong?

Question 11. For each of the five priorities, please rank how important they are to deliver in the next five years, with your top choice being first.

- 12345 Council - Creating a caring, co-operative, innovative and data driven council that is structured to deliver effective services.
- 12345 Prosperity - Growth in the local economy, skills and jobs, investment in areas that support financial stability and balanced budgets, obtaining best value.
- 12345 Place shaping - All communities feel safe, cared for and can be proud of their area, including our vibrant town centre.
- 12345 Environment - We have a roadmap to achieving net-zero, environmentally friendly and sustainable assets and enhancing biodiversity in the borough.
- 12345 Community Wellbeing - Residents live long, healthy, prosperous lives in communities that are resilient and independent.

Question 12. If you had to choose one to be the top focus in the next 12 months, which would it be?

- Council - Creating a caring, co-operative, innovative and data driven council that is structured to deliver effective services.
- Prosperity - Growth in the local economy, skills and jobs, investment in areas that support financial stability and balanced budgets, obtaining best value.
- Place shaping - All communities feel safe, cared for and can be proud of their area, including our vibrant town centre.
- Environment - We have a roadmap to achieving net-zero, environmentally friendly and sustainable assets and enhancing biodiversity in the borough.
- Community Wellbeing - Residents live long, healthy, prosperous lives in communities that are resilient and independent.

Question 13. What is missing from the priorities? (Add up to three)

1

2

3

Question14. What single change could the council make to their services that would make Tamworth better?

Question15. What three things could you do personally to help make Tamworth better?

1

2

3