



Tamworth Borough Council's Annual Survey

In this survey we ask questions about what Tamworth is like as a place to live, your thoughts on Tamworth Borough Council services and how your money collected from council tax and business rates should be spent.

The survey will take around 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.

A bit about Tamworth Borough Council

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

Tamworth Borough Council services are paid for by a small part of the council tax you pay, a small part of local business rates and government funding. Tenants also pay for council social housing services through their rent.

From the council tax and business rates collected, **we keep only 10pence in every pound** (10 percent). So, for a Band C council tax home, just £180 each year funds borough council services. The rest goes to Staffordshire County Council and Staffordshire Police and Fire services.

The money Tamworth Borough Council collects pay for services such as:

- Waste collection and recycling
- Parks and green spaces, including grassed areas across the borough
- Street cleansing and emptying litter bins
- Support for the homeless
- Environmental health, including taxi licensing and food premises inspections
- Economic growth and regeneration, including business development support for local businesses
- Leisure and tourism services, including sports pitches, outdoor events,
- Tamworth Assembly Rooms and Tamworth Castle
- Work with police, fire and community voluntary sector to support the most vulnerable and help Tamworth become a safer place to live
- Planning and building control
- Collection of council tax and business rates
- Elections (local when you elect your local councillor, your county councillor and national when you elect your MP)

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

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

Tamworth as a place to live

Throughout this survey we ask you to think about 'your local area'.

When answering, please consider your local area to be the area within 15 – 20 minutes walking distance from your home.

1. Overall, how satisfied or dissatisfied are you with your local area as a place to live?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

2. Your local area receives services from two councils, Tamworth Borough Council and Staffordshire County Council.

This survey asks about Tamworth Borough Council which is responsible for services such as refuse collection, street cleaning and planning.

Staffordshire County Council are responsible for services such as roads, pavements and potholes, social services for children and adults, education, libraries and registering births, deaths and marriages.

Thinking about Tamworth Borough Council only, overall, how satisfied or dissatisfied are you with the way Tamworth Borough Council runs things?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

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3. Value for money

Please think about the range of services Tamworth Borough Council provides to the community as a whole, as well as the services your household uses.

What is the council tax band for your home?

Tamworth Borough Council keep 10pence in every £1 of council tax collected (read the specific one for their council tax band):

Band A property, you pay £135 a year for Tamworth Borough Council services.

Band B property, you pay £158 a year for Tamworth Borough Council services.

Band C property, you pay £180 a year for Tamworth Borough Council services.

Band D property, you pay £203 a year for Tamworth Borough Council services.

Band E property, you pay £248 a year for Tamworth Borough Council services.

Band F property, you pay £293 a year for Tamworth Borough Council services.

Band G property, you pay £338 a year for Tamworth Borough Council services.

Band H property, you pay £405 a year for Tamworth Borough Council services.

To what extent do you agree or disagree that Tamworth Borough Council provides value for money?

- Strongly agree
- Tend to agree
- Neither agree nor disagree
- Tend to disagree
- Strongly disagree
- Don't know

4. To what extent do you think Tamworth Borough Council acts on the concerns of local residents?

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

5. Overall, how well informed do you think Tamworth Borough Council keeps residents about the services and benefits it provides?

- Very well informed
- Fairly well informed
- Not very well informed
- Not well informed at all

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Don't know

6. On balance, which of the following statements comes closest to how you feel about Tamworth Borough Council?

- I speak positively of the council without being asked
- I speak positively of the council if I am asked about it
- I have no views one way or another
- I speak negatively about the council if I am asked about it
- I speak negatively about the council without being asked
- Don't know

7. How much do you trust Tamworth Borough Council?

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

8. Satisfaction with services

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

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Waste collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sport and leisure services (castle, assembly rooms, castle ground events etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and green spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

- In the last month
- More than a month ago, but in the last six months
- More than six months ago, but in the last year

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- Over a year ago
- Never

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

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

11. Community Safety

	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Don't know
How safe or unsafe do you feel when outside in your local area after dark ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How safe or unsafe do you feel when outside in your local area during the day ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Thinking about this local area, how much of a problem do you think each of the following are....

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/No opinion
Noisy neighbours or loud parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish or litter lying around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism, graffiti and other deliberate damage to property or vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People using or dealing drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People being drunk or rowdy in public places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know/No opinion
Groups hanging around the streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

- Council website
- Arts and Events website
- Castle Website
- Printed information from the council posted to your house
- Council texts
- Council emails and e-newsletters
- Arts and events emails
- Castle emails
- Direct contact (e.g. contact with council staff, public meetings and events)
- Council's social media (e.g. Facebook, Twitter, Instagram, TikTok)
- Arts and Events social media (e.g. Facebook, Twitter, Instagram, TikTok)
- Castle social media (e.g. Facebook, Twitter, Instagram, TikTok)
- Social media pages not run by the council
- Advertising on billboards/buses etc.
- From your local councillor
- Local media (e.g. newspapers, TV, radio)
- Word of mouth (e.g. friends, neighbours, family)
- Do not find out any information
- Other (please specify): _____

14. Did you know

	Yes	No	Not sure
That the assembly rooms and all the performances are run and managed by Tamworth Borough Council?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That Tamworth Castle is run and managed by Tamworth Borough Council?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
That many of the events in the Castle Grounds (for example, annual Fireworks display, St George's Day, Aethelstan etc) are run and managed by Tamworth Borough Council?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. How satisfied are you with leisure, entertainment, shopping facilities and amenities that are available in and around Tamworth?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

16. Priorities for the council

The council are currently setting new priorities for the next five years. They would like your feedback on these priorities.

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, including keeping our borough clean and tidy.

Community Wellbeing

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

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

	1	2	3	4	5
Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prosperity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Place shaping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Council Spending

Financial stability is and has been the key requirement for local authorities. Following the national response to the pandemic, it is likely that Government funding to local councils will reduce in the future.

At the same time, the current cost pressures we're all facing will increase our running costs and reduce income, so we must make plans to reduce costs and make financial savings.

We would like your view on how or where you think the council could make efficiencies and reduce costs.

**For the following services, do you think we should spend more, the same or less?
For each we'll share the planned spend after income.**

	More	Same	Less	No opinion
Sports & Leisure including sports pitches and free children's holiday activities (£469,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heritage/Castle (£647,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assembly Rooms & Events (£1,270,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refuse collection & recycling (£3,160,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining parks, open spaces, nature reserves & street cleaning (£3,277,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tackling anti-social behaviour (£693,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving the economic, physical, social and environmental condition of Tamworth (£330,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grants for voluntary organisations and charities to support vulnerable people in Tamworth (£139,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Commissioning (buying) services from voluntary organisations and charities to support vulnerable people in Tamworth (£245,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing advice, regulating private landlords, tackling homelessness and providing emergency accommodation - exc. council housing (£926,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support to local businesses including grants, free business development support and Tamworth Enterprise Centre (£508,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivering customer services (£1,082,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tackling climate change (£68,000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. From this list, if the council had to make savings or reduce costs, which services do you think we should look at?

Please choose up to three.

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

19. Along with making savings, we could look at increasing how much we charge for things like parking, commercial property rental and leisure activities.

If we were to increase the amount we charge residents and business, which two areas should we consider?

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

- Car parking (£1,166,000)
- Public charges for leisure and other activity (£1,310,000)
- Waste management (£1,426,000)
- Public spaces (£747,000)
- Commercial property (£1,782,000)

20. Costs are going up for all of us.

We do not believe our residents want to see any council services cut, but we also understand that tax increases are a burden to us all. This is why we are asking you to tell us your broad priorities for council services.

The government have suggested small councils like Tamworth, can increase their council tax by 3%, or £5 per year or more. This is based on a Band D council tax property.

Our three-year budget plan included a 2.95% increase in 2024/25 with a further 2.95% increase every year.

However, given the rising costs, a bigger increase needs to be considered.

What would you consider to be an acceptable Council Tax increase (based on a band D council tax property)?

- £1.00 (0.49% increase)
- £5.00 (2.47% increase)
- £6.08 (3.0% increase)
- £10.00 (4.93% increase)
- £14.00 (6.91% increase)

21. Do you have any other ideas how the council could save money or reduce costs?

About you

Note – this section many need to change so that the appointed contractor can make sure they are achieving a statistically representative sample.

22. Which of the following best describes you? *

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

23. What is your age?

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

24. What is your Ethnic group?

I do not wish to disclose my ethnic origin

White

- English, Welsh, Scottish, Northern Irish, British
- Irish
- Gypsy or Irish Traveller
- Any other White background (please specify below)

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Nepalese
- Chinese
- Any other Asian background (please specify below)

Black, African, Caribbean or Black British

- British
- African
- Caribbean
- Any other black background (please specify below)

Mixed or Multiple ethnic

- White and Black Caribbean
- White and black African
- White and Asian
- Any other mixed background (please specify below)

Other Ethnic Group

- Arab
- Any other Ethnic Group (please specify below)
- Other (please specify):

25. Please tell us your postcode

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

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26. Please tell us your email address if you'd like to join our citizens panel, a group we send regular surveys and consultations to for views.

(Link to privacy notice to be added)

Thank you for taking the time to answer this survey.