

Tamworth Residents' Survey 2024

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November 2024



Tamworth
Borough Council

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1. Research overview



Research overview

Introduction

- Tamworth Borough Council has undertaken a residents' survey to measure and track satisfaction with the council and its services, and to ask residents about budget priorities since 2022.
- The 2024 survey was mainly delivered using a telephone interview approach, supplemented with some face-to-face interviews to reach younger residents.
- A representative sample of 1,100 residents was achieved.
- The council also requires benchmarking of its results against national polling data using the LGA local government questions.
- Tamworth Borough Council commissioned Enventure Research, an independent research agency, to undertake the 2024 residents' survey.
- The findings from the survey, which are presented in this report, will be used by the council to support planning and delivery of future services and feed into the five-year corporate plan.



1

Research overview

Research methodology

- The survey used most of the same questions as previous surveys, with some changes to questions.
- Topics included perceptions of and satisfaction with the council, perceptions of the local area, satisfaction with council services, safety in the borough and questions around spending and council tax.
- The survey was undertaken with residents of Tamworth Borough Council aged 18+.
- Quotas were set to achieve a sample that was representative of the borough in terms of age group, gender, ethnic group, disability and ward.
- Interviews with residents took an average of 12-15 minutes.
- The survey was piloted before launch.
- 1,100 interviews were completed between 17 September and 17 October 2024.



1,100 interviews



12-15 minutes
on average





Research overview

Interpreting the survey results

- As the survey was completed by a sample and not the entire population of Tamworth Borough Council, results are subject to **sampling tolerances**. Based on an approximate total population of 66,500¹, a sample of 1,100 responses gives results that are accurate to approximately $\pm 3.0\%$ at the 95% confidence interval.
- This report contains various tables and charts. In some instances, the responses may not add up to 100%. There are several reasons why this might happen:
 - The question may have allowed each respondent to give more than one answer (multiple choice)
 - Only the most common responses may be shown in the table or chart
 - Individual percentages are rounded to the nearest whole number so the total may come to 99% or 101%
 - A response of between 0% and 0.4% will be shown as 0%.





Research overview

Interpreting the survey results

- In some cases, response options have been grouped to provide **an overall level**. For example, 'total satisfied' and 'total dissatisfied'. Where combined percentages do not equal the overall level reported (being 1% higher or lower), this is due to percentages being rounded to the nearest whole number.
- **Statistical analysis** has been used to explore differences in the results provided by key subgroups, such as age group, gender, ethnic group, disability, area, and working status. Where base sizes for groups are not large enough, subgroups have been combined to create larger groups. Subgroup analysis is shown only where statistically significant differences between subgroups at the 95% confidence level have been found using the z-test.
- **Verbatim comments** from open-end (free text) questions were read in detail and code frames developed to show thematic analysis and categorisation of themes.
- Responses of below 4% have not been labelled in charts due to legibility.





Research overview

Benchmarking results

- Comparisons in this report have been made with the results from the 2022 and 2023 Tamworth residents' surveys. However, it should be noted that the methodology used for these surveys was online (a self-selecting approach) so the results may not be statistically representative. Comparisons, therefore, should be treated with some caution due to the differences in the methodology.
- The report also benchmarks results against the Local Government Association's 'Are you being served?' national survey results where applicable. The LGA carries out national telephone resident satisfaction polls three times a year. Comparisons in this report are with the LGA poll conducted in June 2024 by Yonder Data Solutions with a random sample of 1,000 British adults aged 18+.
- Comparisons have not been made for every question as not all questions in the resident survey were asked in the LGA poll.

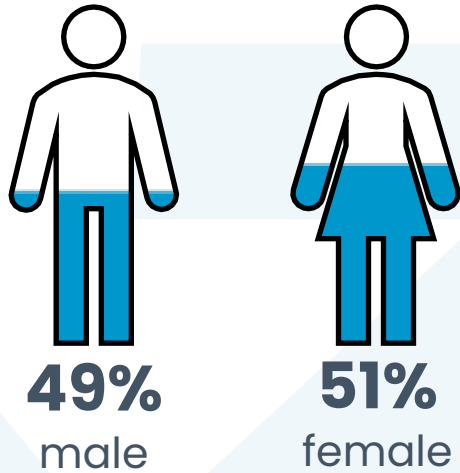




Research overview

Respondent profile

Gender

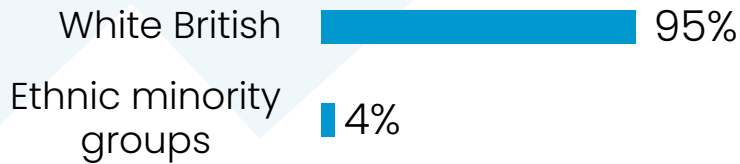


Long term illness, health problems or disability

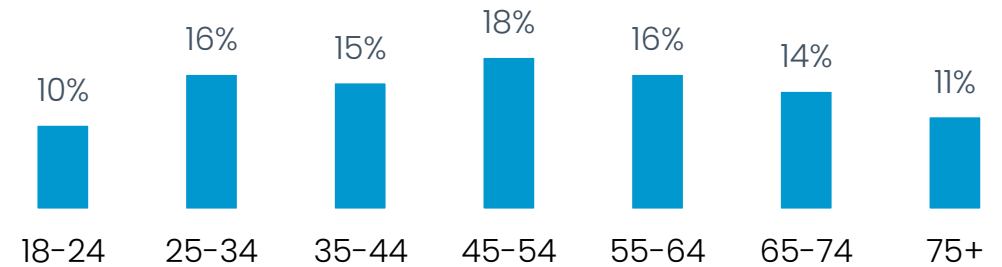


28% considered themselves to have a long-term illness, health problem or disability

Ethnicity



Age



Question: Which of the following describes how you think of yourself?

Question: Which of these age bands do you fall into?

Question: Do you have any long-term illness, health problems or disability which limits you daily activities or the work you can do?

Question: Which group do you consider you belong to?

Base: All respondents (Resident survey 2024: 1,100).

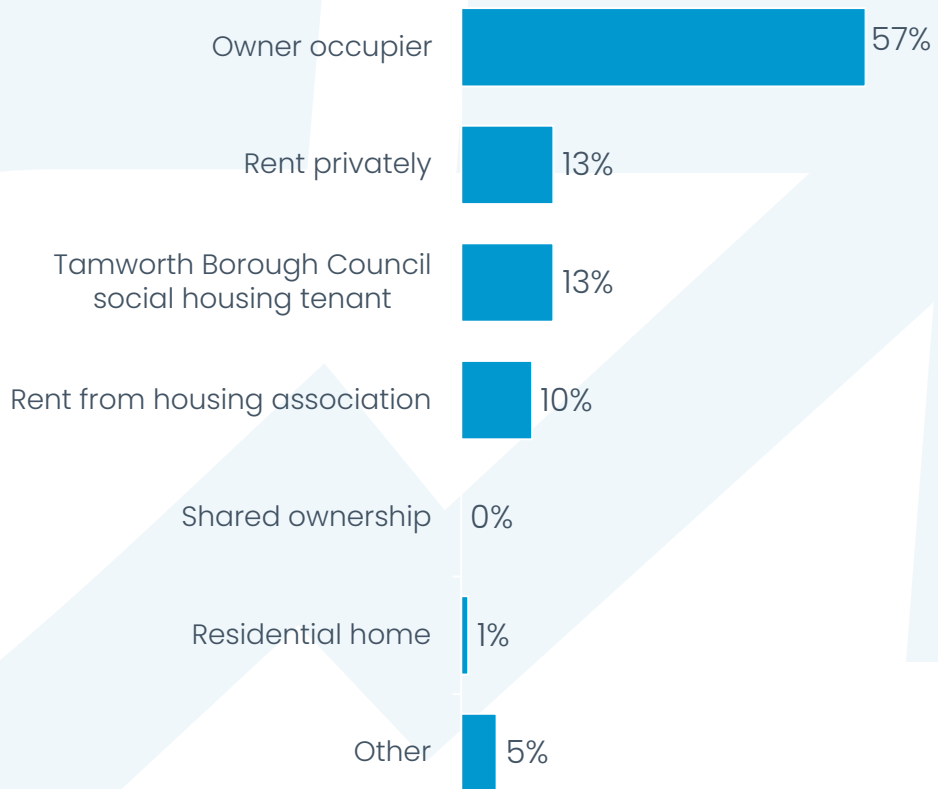


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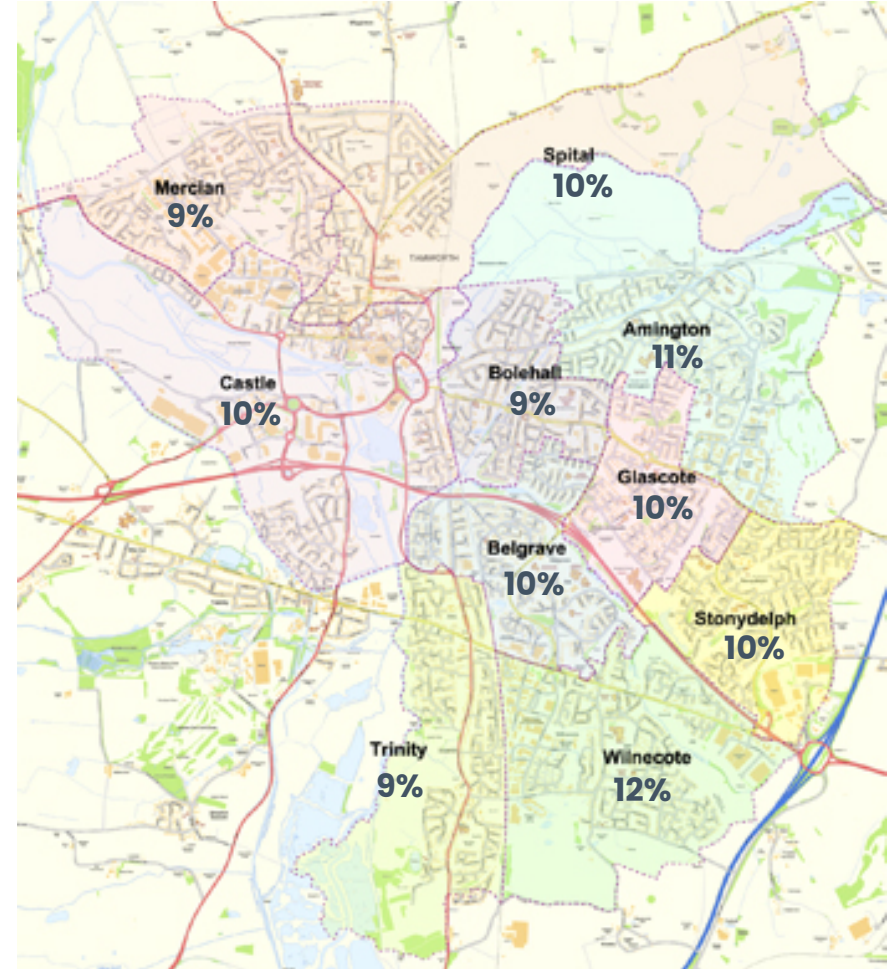
Research overview

Respondent profile

Tenure



Ward



Question: Which ward do you live in?
 Question: Which of the following best describes how you occupy your home?
 Base: All respondents (Resident survey 2024: 1,100).



2. Key findings

2

Key findings

The 2024 Tamworth Borough Council's residents' survey has provided some interesting results, with satisfaction levels increasing in most areas compared with the previous surveys in 2023 and 2022.

Overall, satisfaction has tended to be the most positive amongst those aged 75+ and 18-34, owner occupiers, and those living in Spital and Trinity wards. Those living in the Castle ward seem to be the most dissatisfied.

Overall satisfaction with Tamworth Borough Council and the way it runs things increased from 34% in 2023 to 42%, however, it remains lower than the national average of 55%.

One in three (31%) respondents agreed that Tamworth Borough Council provides value for money, which is a slight decrease from 36% in 2023 and lower than the national average of 38%.

The proportion of respondents that think the council is keeping them informed has risen from 23% in 2023 to 41%. Younger respondents aged 18-34 were more likely to say this than older respondents.

A quarter (25%) respondents said they speak positively about Tamworth Borough Council, which is a slight increase from 22% in 2023. Those most likely to speak negatively about the council (31% overall) live in the Castle ward (46%) or are TBC social housing tenants (42%).

Nationally, 53% of residents trust their council either a great deal or a fair amount. This compares with 47% of respondents that trust Tamworth Borough Council. Trust is particularly high amongst those aged 75+ (54%). Respondents that trust the council the least (not very much or not at all) include those living in the Castle ward (25%) and TBC social housing tenants (32%) compared with 18% overall.

Views of council service provision have mostly improved since the 2023 survey. The most significant improvement is in relation to street cleaning, where satisfaction has increased from 35% in 2023 to 59% in 2024. This is also slightly higher than the national average of 57%.

Waste collection has also not only seen an increase from 2023 (73% to 82% in 2024) but is also higher than the national average of 77%.



2

Key findings

Satisfaction with the local area has increased from 52% in 2023 to 65% in 2024, although this is lower than the national average of 75%. Satisfaction is highest amongst those living in Amington, Wilnecote and Trinity wards, and lowest in Castle, Bolehall and Glascote wards.

Whilst the feeling of safety in the local area during the day and after dark have improved since 2023, both results are lower than the national average, particularly for feeling safe after dark. The national average of people feeling safe after dark is 71%, but in Tamworth this is 46%. Respondents most likely to feel unsafe include females, those with a disability, and those living in Castle, Stonydelph and Belgrave wards.

There are three main methods for contacting the council – by telephone, via the website and email. Older respondents tend to use the telephone, whilst younger respondents are more likely to use the website or email.

People using or dealing drugs was the biggest concern amongst respondents, with 46% saying it was a problem, although this is a decrease from 58% in 2023. Younger respondents (aged 18-34) and those living in Castle ward were the most concerned.

The next biggest impact on the local area was rubbish or litter lying around, with 33% saying it was a problem in their local area.

Views varied on which service areas should receive more, the same or less funding. The most popular areas that respondents want to see have more funding include tackling homelessness & emergency accommodation, tackling antisocial behaviour and improving Tamworth (economically, physically etc.). The service areas most frequently suggested where there should be less funding included customer services, assembly rooms & free outdoor events, and Tamworth Castle & local heritage.

The most common suggestion of which service area charges should be increased was the hiring of public spaces and car parking. Waste collection was the least favoured area.

There was little appetite to increase the Tamworth Borough Council element of the council tax. Three in ten (30%) did not want to see any increase and in contrast, just over one in five (22%) said an increase of £10 or more would be acceptable.



2

Key performance indicators

	2024	2023	2022	LGA
Satisfaction with Tamworth Borough Council				
Satisfied	42%	34%	37%	55%
Dissatisfied	34%	45%	46%	21%
Provides value for money				
Agree	31%	36%	29%	38%
Disagree	38%	39%	41%	32%
Tamworth Borough Council acts of the concerns of residents				
Great deal/fair amount	40%	28%	24%	47%
Not very much/not at all	50%	68%	46%	49%
Trust in Tamworth Borough Council				
A great deal/fair amount	47%	30%	30%	53%
Not very much/not at all	18%	65%	40%	45%

	2024	2023	2022	LGA
Feel informed about council services				
Very/fairly well informed	41%	23%	29%	52%
Not very/not at all informed	55%	74%	42%	47%
Safety during the day				
Safe	85%	67%	64%	91%
Unsafe	7%	16%	19%	3%
Safety after dark				
Safe	46%	32%	29%	71%
Unsafe	35%	46%	52%	16%
Satisfaction with the local area				
Satisfied	65%	52%	57%	75%
Dissatisfied	20%	30%	30%	13%



2

Recommendations

1 Explore differing perceptions geographically
As an overarching recommendation, Tamworth Borough Council should undertake further insight to establish why satisfaction levels are lower in particular wards.



2 Service area improvements
Explore in greater depth what the issues and concerns are for the fall in satisfaction levels for sports and leisure services.



3 Improve safety after dark
Explore the issues for residents, particularly those living in Castle, Stonydelph and Belgrave wards, as to why they feel less safe.



4 Promote the work the council does
Engage residents to inform them of the range of services provided to help show the council provides value for money with the funding it receives.



5 Work with partners to tackle what impacts residents the most
Tamworth Borough Council should work with different partners to tackle key issues such as people using or dealing drugs, people being drunk or rowdy and groups hanging around the streets.



6 Review how the council keeps residents informed
Fewer residents think the council keeps them informed than the national average. Review the ways that residents are communicated with.



7 Improve street cleaning services
Although satisfaction with street cleaning has seen a significant increase from 2023, rubbish or litter lying around is impacting the local area.



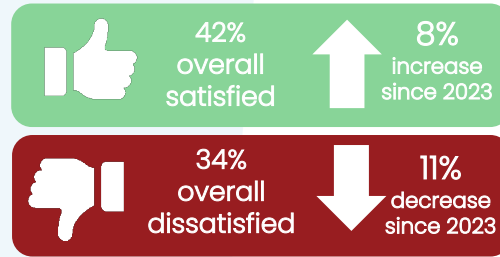
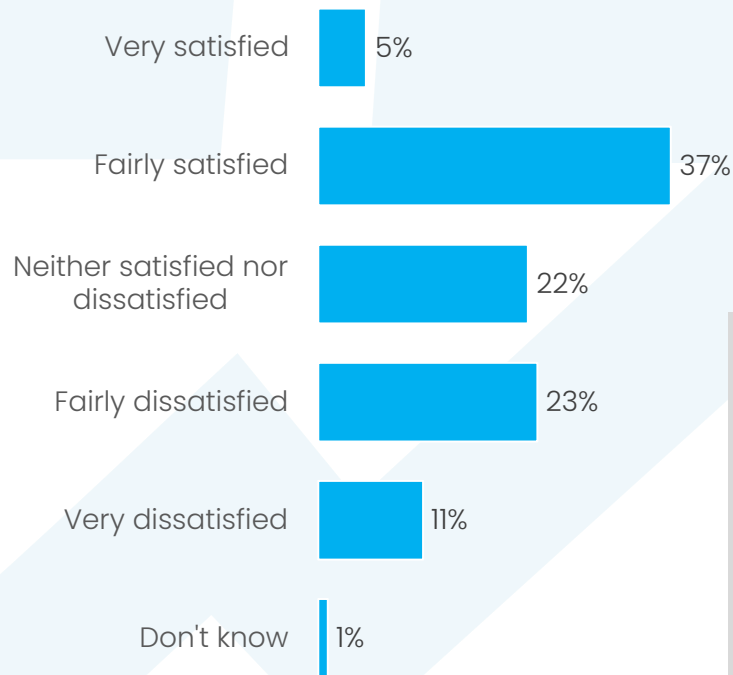
3. Perceptions of Tamworth Borough Council



3

Perceptions of Tamworth Borough Council Overall satisfaction with the council

Two in five (42%) respondents are satisfied with the way Tamworth Borough Council runs things. This is an increase from 34% in 2023. Satisfaction is lower, however, than the national average of 55%.



Subgroup analysis

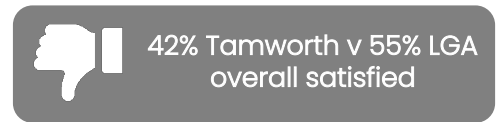
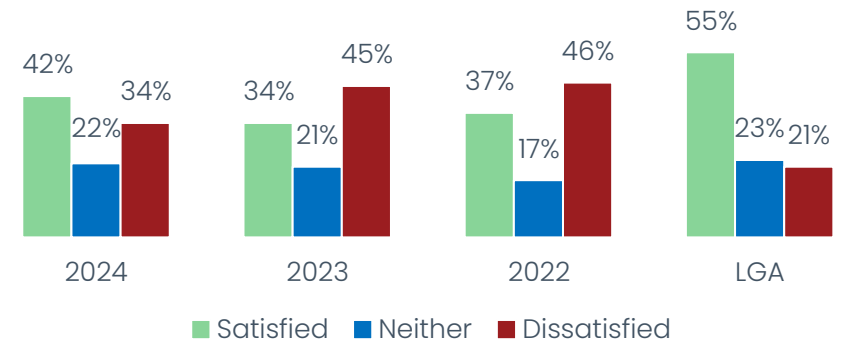
Those aged 75+ were more likely to say that they were *satisfied* overall with the way Tamworth Borough Council runs things (51% v 42% overall, and particularly when compared with those aged 35-54 (39%))

Respondents from ethnic minority groups were more likely to be *satisfied* overall than White British respondents (62% v 41%)

Respondents living in Castle ward were the most likely to be *dissatisfied* (49% v 34% overall)

TBC social housing tenants were the most likely to be *dissatisfied* (53% v 34% overall)

Comparison with 2023 & 2022 surveys, and LGA national benchmarking survey



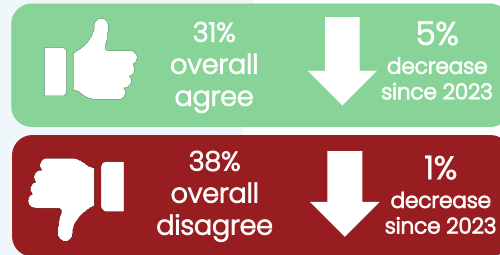
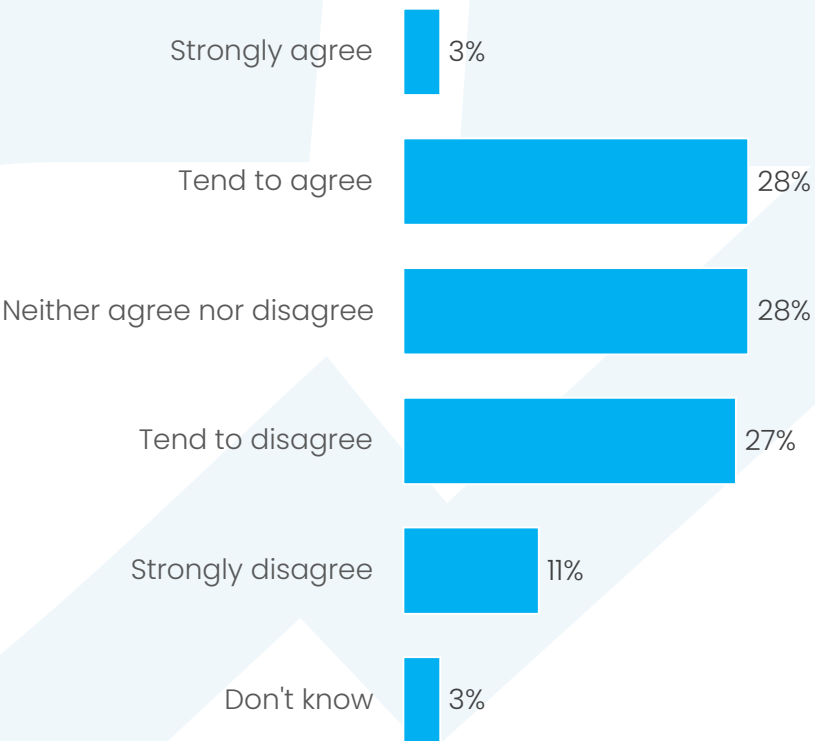
Question: Overall, how satisfied or dissatisfied are you with the way Tamworth Borough Council runs things?
Base: All respondents (Resident survey 2024: 1,100; Resident survey 2023: 737; Resident survey 2022: 721, LGA Polling Survey June 2024: 1,000). Combined responses are shown.

3

Perceptions of Tamworth Borough Council Value for money

The proportion of respondents who agree overall that Tamworth Borough Council provides value for money decreased from 36% in 2023 to 31%. This is also lower than the national figure of 38% that agree their council provides value for money.

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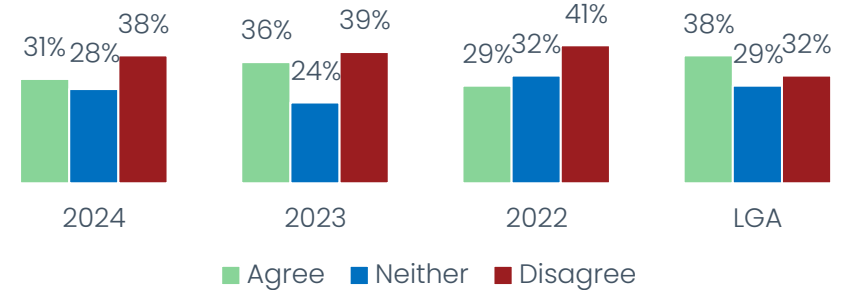
Subgroup analysis

Those aged 75+ were more likely to *agree* that Tamworth Borough Council provides value for money (40% v 31% overall), and particularly when compared with those aged 35-54 (28%)

Groups more likely to *disagree* that the council provides value for money include:

- White British respondents compared with respondents from ethnic minority groups (39% v 22%)
- Respondents living in Castle ward (47% v 38% overall)
- TBC social housing tenants (51% v 38% overall)

Comparison with 2023 & 2022 surveys, and LGA national benchmarking survey



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

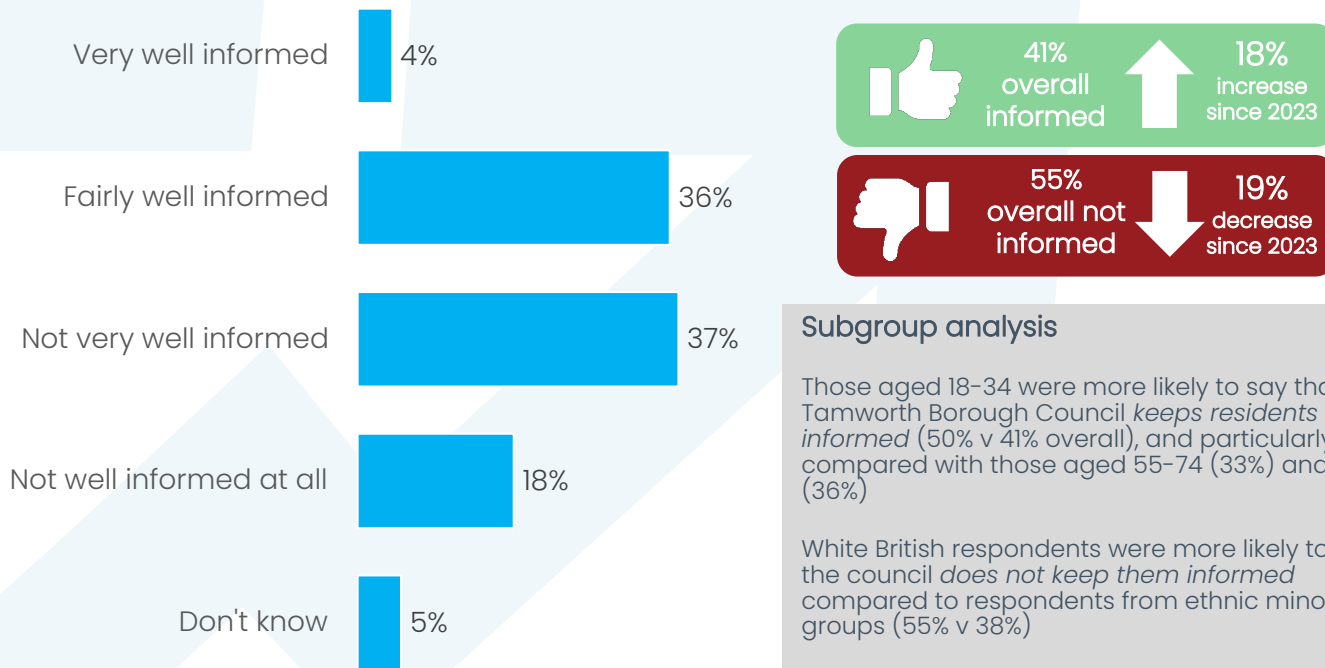
Base: All respondents (Resident survey 2024: 1,100; Resident survey 2023: 737; Resident survey 2022: 721, LGA Polling Survey June 2024: 1,000). Combined responses are shown.



3

Perceptions of Tamworth Borough Council Keeping residents informed

Two in five (41%) think Tamworth Borough Council keeps residents informed about the services and benefits it provides. This is an increase from 23% in 2023. However, it is lower than the national average of 52%.



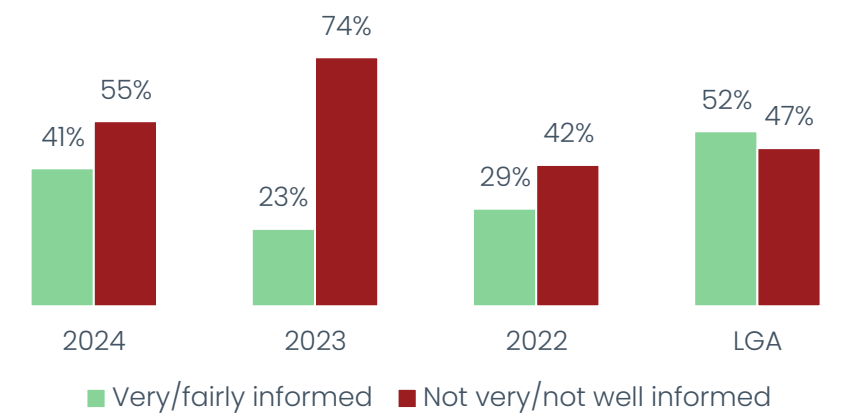
Subgroup analysis

Those aged 18-34 were more likely to say that Tamworth Borough Council *keeps residents informed* (50% v 41% overall), and particularly when compared with those aged 55-74 (33%) and 75+ (36%)

White British respondents were more likely to say the council *does not keep them informed* compared to respondents from ethnic minority groups (55% v 38%)

TBC social housing tenants were more likely to say the council *does not keep them informed* (66% v 55% overall)

Comparison with 2023 & 2022 surveys, and LGA national benchmarking survey



👎 41% Tamworth v 52% LGA Very/fairly informed

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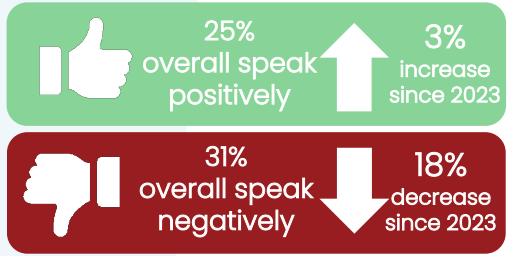
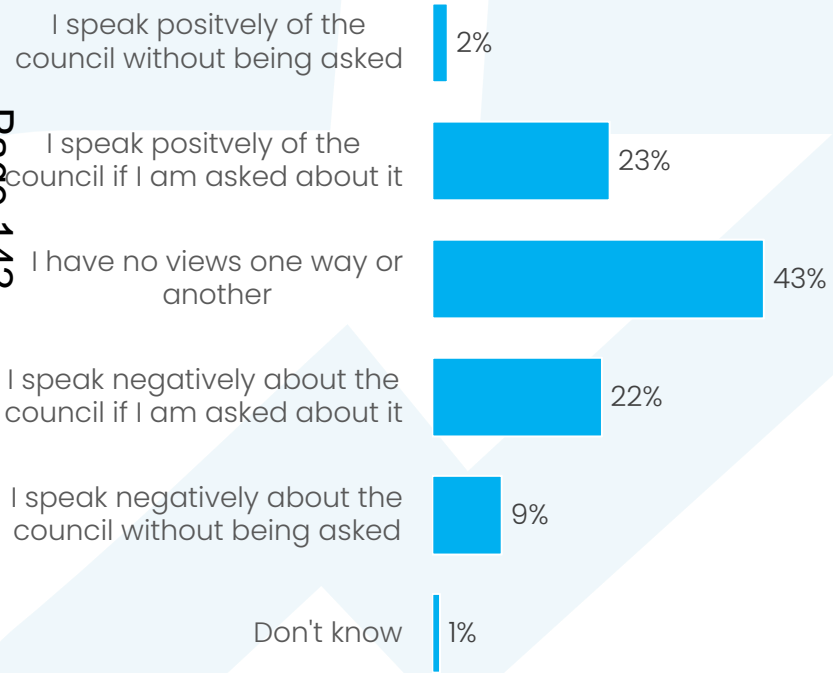
Question: Overall, how well do you think Tamworth Borough Council keeps residents informed about the services and benefits it provides?
 Base: All respondents (Resident survey 2024: 1,100; Resident survey 2023: 737; Resident survey 2022: 721, LGA Polling Survey June 2024: 1,000).
 Combined responses are shown.

3

Perceptions of Tamworth Borough Council Council advocacy

A quarter (25%) speak positively about Tamworth Borough Council (2% without being asked and 23% if asked). This is an increase from 22% in 2023. Three in ten (31%) speak negatively about the Council (a decrease from 49% in 2023). There has been a significant increase in respondents that have no views one way or another (43% compared to 29% in 2023).

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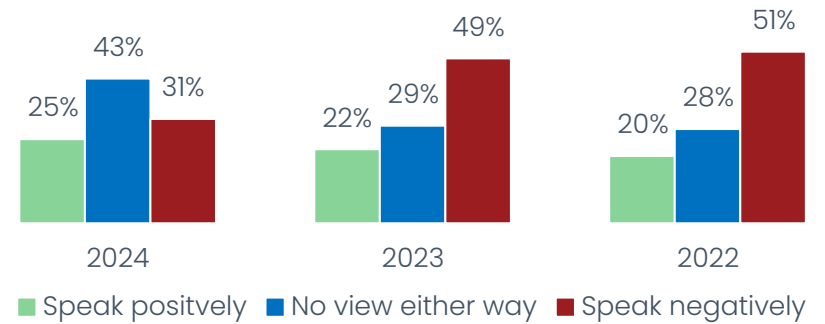
Subgroup analysis

Those aged 75+ and 18-34 were more likely to *speak positively* about Tamworth Borough Council (33% and 31% v 25% overall)

Respondents living in Castle ward were more likely to *speak negatively* about the council (46% v 31% overall)

TBC social housing tenants were more likely to *speak negatively* about the council compared with owner occupiers (42% v 28% overall)

Comparison with 2023 & 2022 surveys

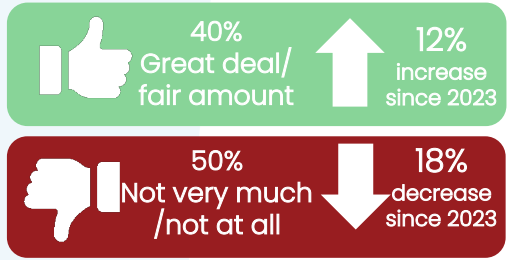
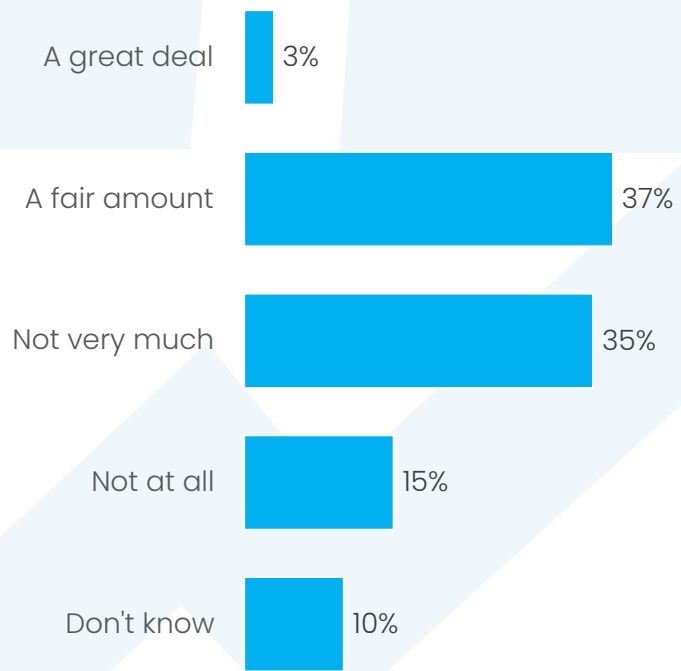


Question: *On balance, which of these statements comes closest to how you feel about Tamworth Borough Council?*
 Base: All respondents (Resident survey 2024: 1,100; Resident survey 2023: 737; Resident survey 2022: 721).
 Combined responses are shown.

3

Perceptions of Tamworth Borough Council Acting on the concerns of local residents

Two in five (40%) respondents believe Tamworth Borough Council acts on the concerns of local residents. This is an increase from 28% in 2023. However, it is lower than the national average of 47%.



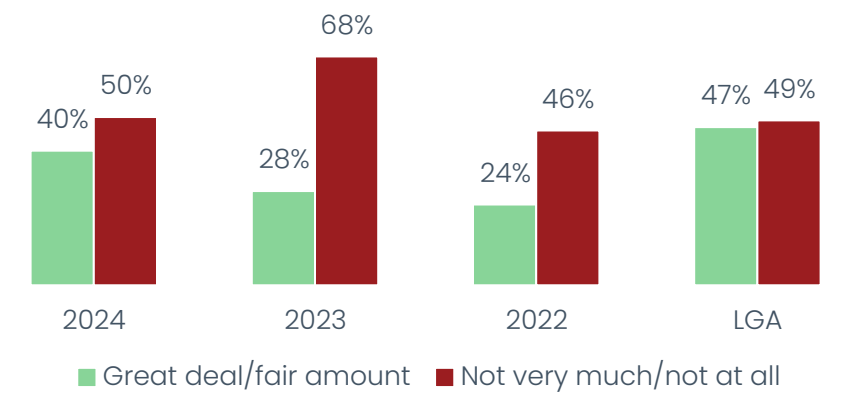
Subgroup analysis

Those aged 18-34 were more likely to say the council *acts on the concerns* of local residents (48% v 40% overall) and particularly compared with those aged 35-54 (36%)

Groups that were more likely to say the council *did not act on the concerns* of local residents included:

- Those with a disability (55%) compared with those that did not have a disability (48%)
- Respondents living in Castle ward (66% v 50% overall)
- TBC social housing tenants (68% v 50% overall)

Comparison with 2023 & 2022 surveys, and LGA national benchmarking survey



40% Tamworth v 47% LGA great deal/fair amount

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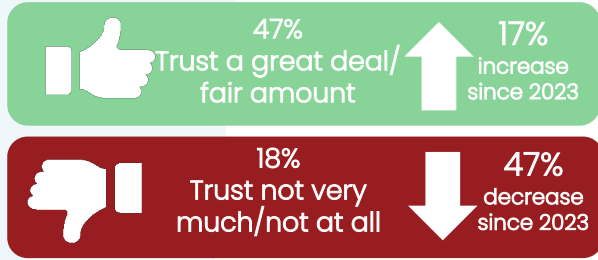
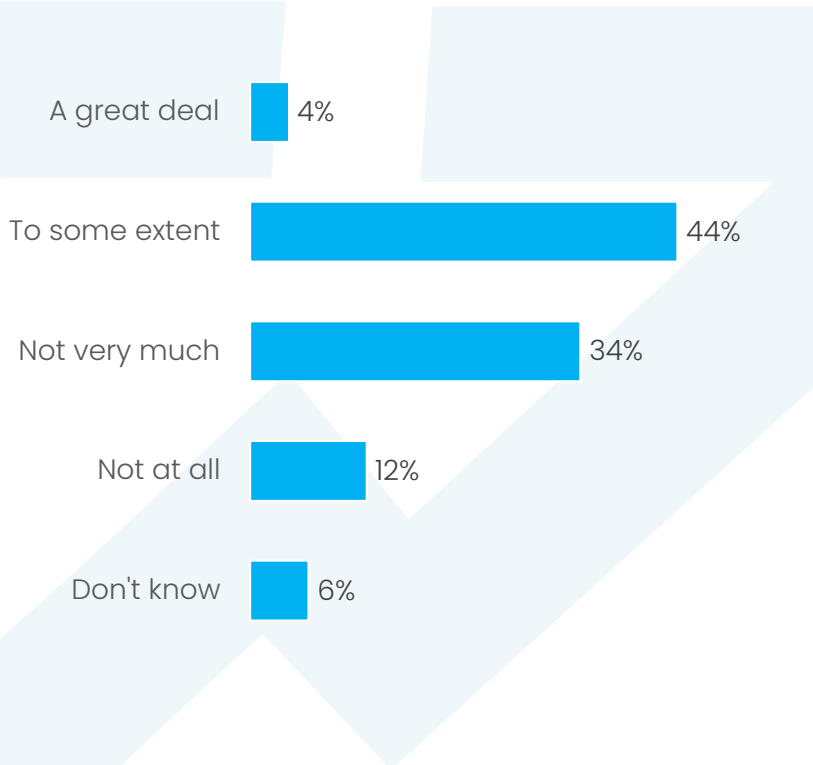
Question: *To what extent do you think Tamworth Borough Council acts on the concerns of local residents?*
 Base: All respondents (Resident survey 2024: 1,100; Resident survey 2023: 737; Resident survey 2022: 721, LGA Polling Survey June 2024: 1,000).
 Combined responses are shown.

3

Perceptions of Tamworth Borough Council Trust in the council

Almost half (47%) of respondents trust Tamworth Borough Council (either a great deal or to some extent). This is significantly higher than in the previous survey where 30% said they trust the council. However, slightly fewer respondents trust the council when compared with the national average of 53%.

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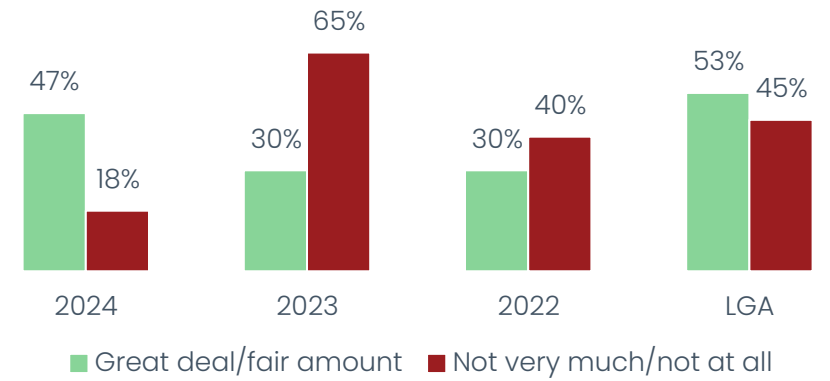
Subgroup analysis

Those aged 75+ were the most likely to say they *trust the council* (56%) compared with those aged 35-54 (44%)

Respondents more likely to say they *did not trust* the council (not very much/not at all) (18% overall) included:

- Those living in Castle ward (25%)
- TBC social housing tenants (32%)

Comparison with 2023 & 2022 surveys, and LGA national benchmarking survey



47% Tamworth v **53%** LGA Trust a great deal / fair amount



Question: *How much do you trust Tamworth Borough Council?*
 Base: All respondents (Resident survey 2024: 1,100; Resident survey 2023: 737; Resident survey 2022: 721, LGA Polling Survey June 2024: 1,000).
 Combined responses are shown.

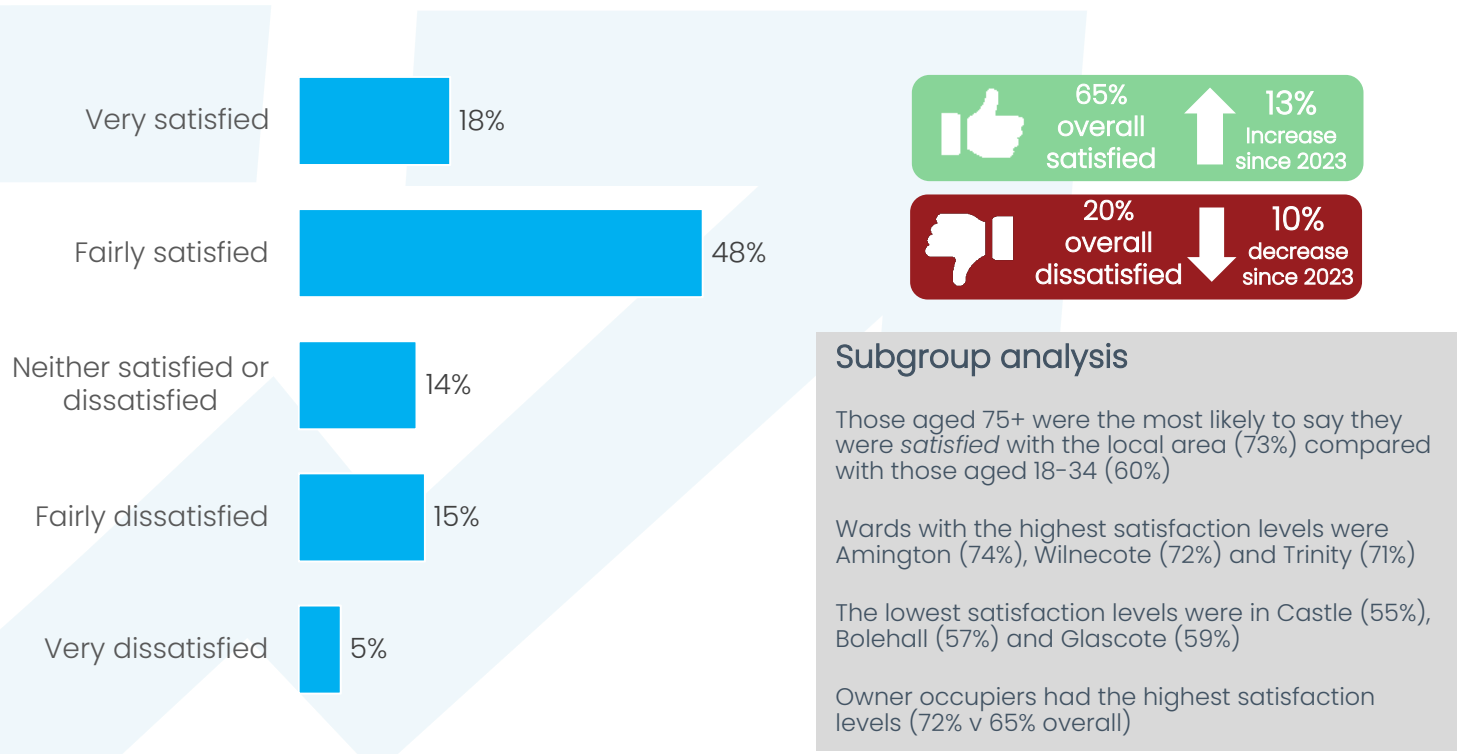
4. Local area



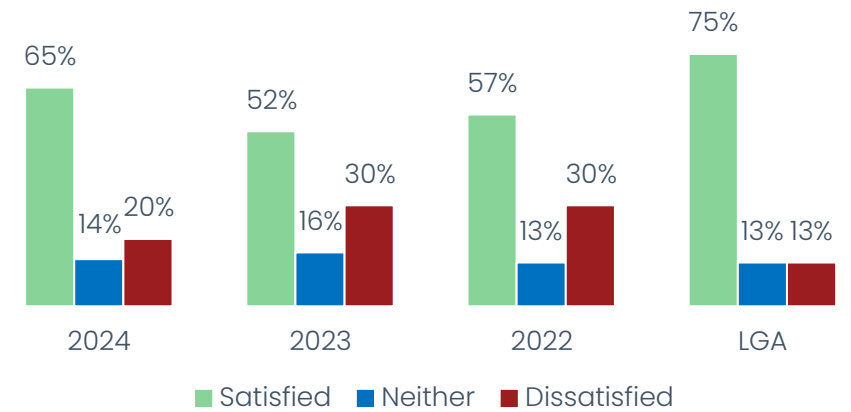
4

Perception of the local area Satisfaction with the local area

Overall satisfaction with the local area as a place to live has increased to 65% from 52% in the 2023 survey. However, satisfaction is lower than the national average of 75%.



Comparison with 2023 & 2022 surveys, and LGA national benchmarking survey



65% Tamworth v 75% LGA overall satisfied

5. Council services

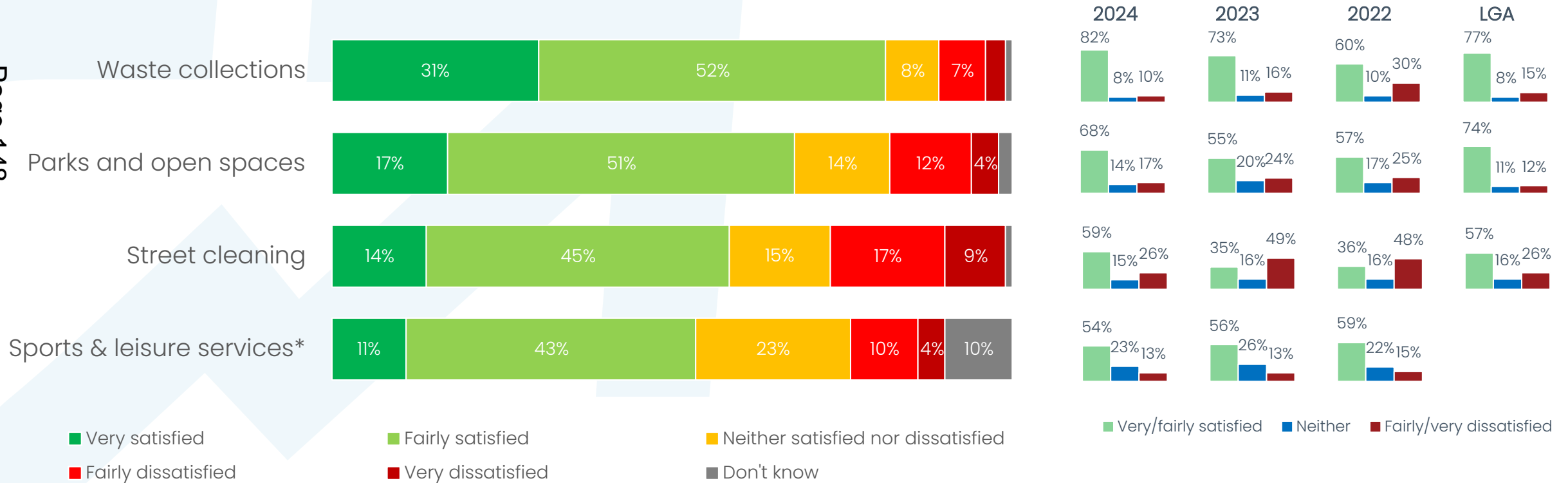


5

Council services Opinions on council services

Satisfaction levels have improved overall for waste collections, parks and open spaces and street cleaning since the survey in 2023, with street cleaning seeing the biggest increase in satisfaction from 35% to 59%. Sports and leisure services, however, have recorded a small drop in satisfaction (56% to 54%). When compared with the LGA national polling survey, satisfaction levels are higher in Tamworth for waste collections (82% v 77% nationally) and street cleaning (59% v 57% nationally) and lower for parks and open spaces (68% v 74% nationally).

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Question: *What is your opinion of...[council service]?*
 Base: All respondents (Resident survey 2024: 1,100; Resident survey 2023: 737; Resident survey 2022: 721, LGA Polling Survey June 2024: 1,000).

Notes:
 * Sports and leisure services: Includes castle, assembly rooms, castle ground events etc.)



Council services

Opinions on council services

Subgroup analysis for council service satisfaction levels

Waste collections (82% satisfaction overall)

Groups *most satisfied* with waste collections included:

- Those aged 75+ (92%) compared with those aged 18-34 (78%) and 35-54 (78%)
- Respondents from ethnic minority groups (96%) compared with White British respondents (82%)
- Owner occupiers (86%) compared with those renting from a housing association (74%) and TBC social housing tenants (70%)
- Respondents living in Belgrave (88%), Spital (86%) and Trinity (86%) wards

Groups *least satisfied* with waste collection included those living in Castle ward (72%)

Street cleaning (59% satisfaction overall)

Groups *most satisfied* with street cleaning included:

- Those aged 18-34 (70%) compared with all other age groups: 35-54 (57%), 55-74 (53%) and 75+ (59%)
- Respondents from ethnic minority groups (73%) compared with White British respondents (58%)
- Those renting from private landlords (74%) compared with TBC social housing tenants (48%)
- Respondents living in Amington (65%), Mercian (62%), and Wilnecote (62%) wards

Parks and green spaces (68% satisfaction overall)

Groups *most satisfied* with parks and green spaces included:

- Those aged 75+ (78%) compared with those aged 18-34 (65%) and 35-54 (62%)
- Owner occupiers (73%)
- Respondents living in Trinity (75%), Spital (72%) and Glascote (72%) wards

Groups *least satisfied* with parks and open spaces included respondents living in Castle ward (57%) and TBC social housing tenants (49%)

Sports and leisure services (54% satisfaction overall)

Groups *most satisfied* with waste collections included:

- Those aged 18-34 (63%) compared with all other age groups: 35-54 (50%), 55-74 (52%) and 75+ (50%)
- Those renting from private landlords (67%)
- Respondents living in Amington (66%) ward

Groups *least satisfied* with parks and open spaces included TBC social housing tenants (34%)



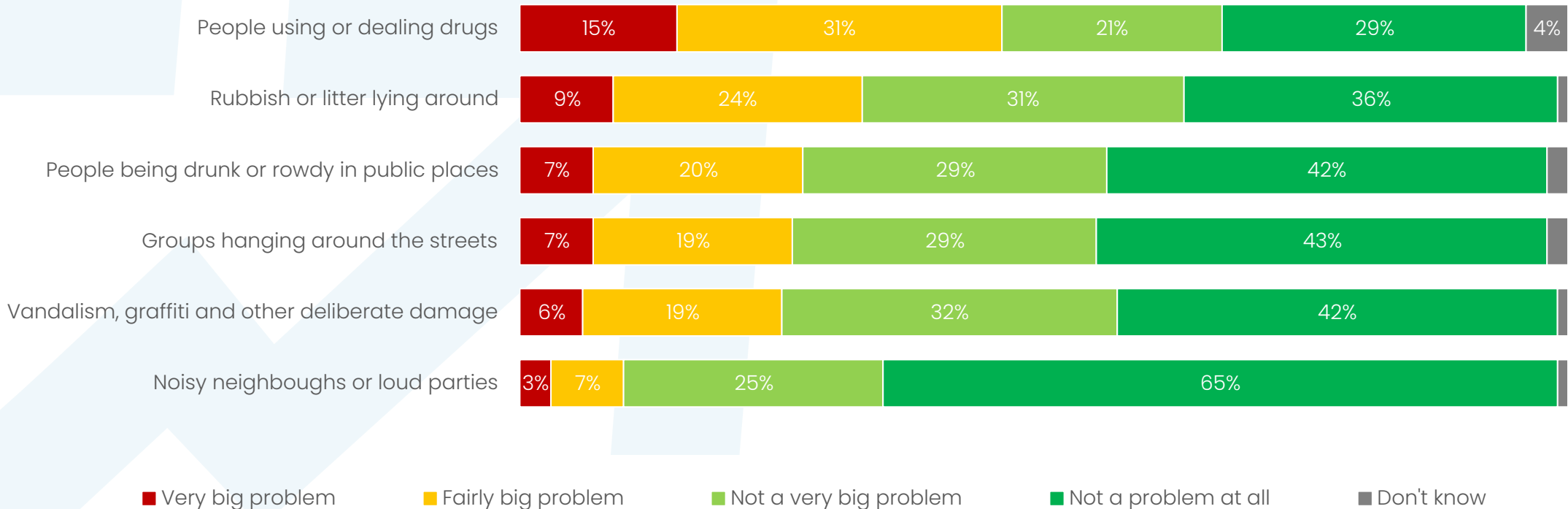
6. Living in Tamworth



6

Living in Tamworth What impacts the local area?

Respondents were provided with a list of various issues that impact local areas and asked how much of a problem they were in their area. People using or dealing drugs was highlighted as a problem by almost half (46%) of respondents. A third (33%) thought rubbish and litter lying around was a problem. Noisy neighbours or loud parties was of least concern, with 90% saying it wasn't a problem/not a very big problem.



Question: *Thinking about this local area, how much of a problem is.....?*
 Base: All respondents (Resident survey 2024: 1,100)
 Combined responses are shown.

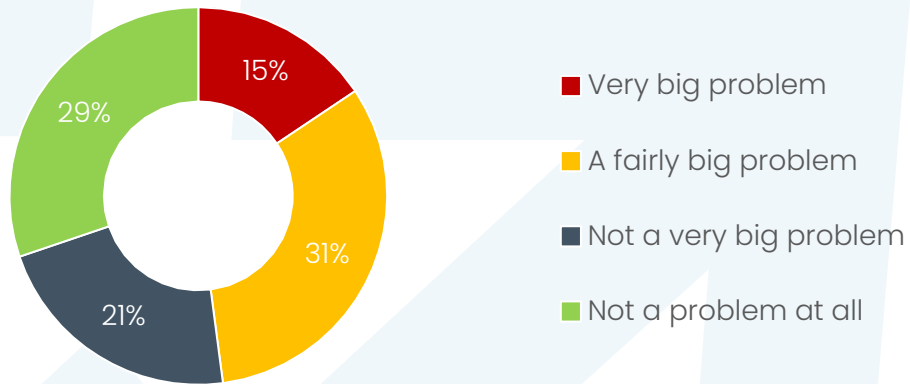


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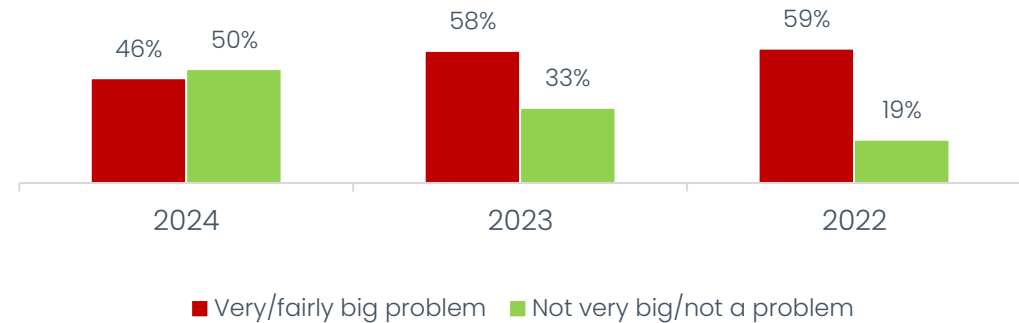
Living in Tamworth

How much of a problem is.....People using or dealing drugs

People using or dealing drugs was highlighted by the most respondents as being a problem. Almost half (46%) said it was either a very big problem or fairly big problem. This, however, has fallen from 58% in 2023 and 59% in 2022.



Comparison with 2023 and 2022 surveys



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Subgroup analysis

Groups most likely to say people using or dealing drugs *is a problem* (46% overall) included:

- Those aged 18-34 (61%), compared with those aged 75+ (23%)
- Respondents from ethnic minority groups (62%) compared with White British respondents (46%)
- TBC social housing tenants (64%), those renting from a housing association (62%) and those renting from a private landlord (60%)
- Respondents living in Castle ward (65%)

Subgroup analysis

Groups most likely to say there *is not a problem* (50% overall) include:

- Owner occupiers (60%)
- Those living in Trinity (66%), Wilnecote (57%) and Amington (57%) wards

Question: *Thinking about this local area, how much of a problem is.....?*

Base: All respondents (Resident survey 2024: 1,100; Resident survey 2023: 737; Resident survey 2022: 721, LGA Polling Survey June 2024: 1,000).

Combined responses are shown.

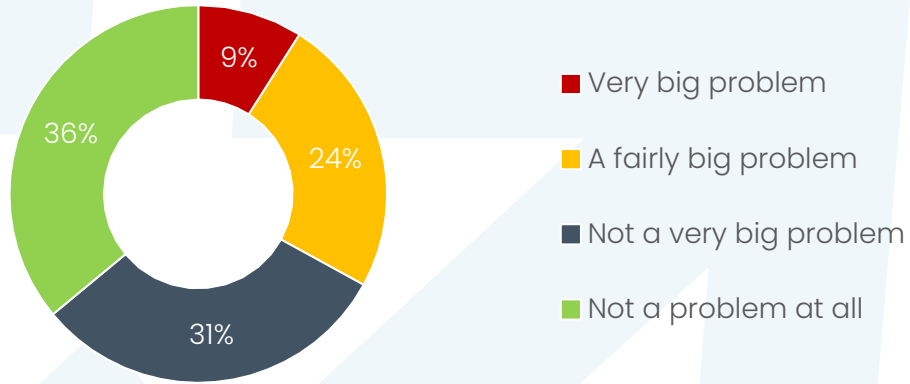


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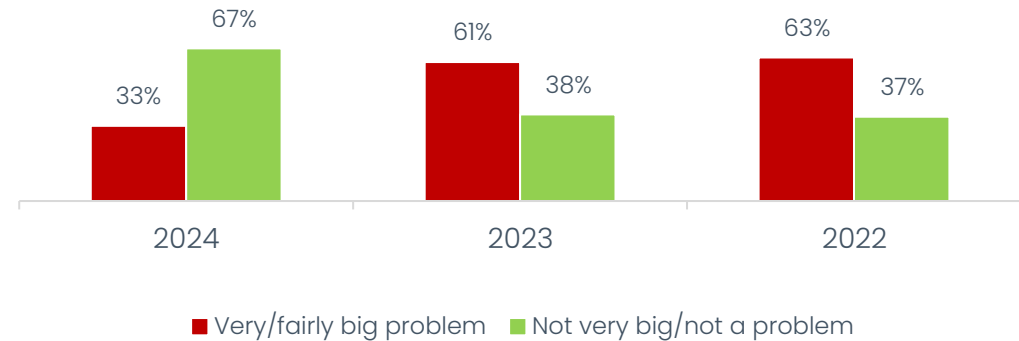
Living in Tamworth

How much of a problem is.....Rubbish or litter lying around

Rubbish or litter lying around was the second biggest problem identified by respondents, with a third (33%) saying it was either a very big problem or fairly big problem. This has fallen, however, from 61% in 2023 and 63% in 2022.



Comparison with 2023 and 2022 surveys



Subgroup analysis

Groups most likely to say rubbish or litter lying around *is a problem* (33% overall) included:

- Those aged 35-54 and 55-74 (both 35%), compared with those aged 18-34+ (26%)
- Female respondents (35%) compared with male respondents (30%)
- TBC social housing tenants (47%)
- Respondents living in Belgrave ward (43%)

Subgroup analysis

Groups most likely to say there *is not a problem* (67% overall) include:

- Those renting from a private landlord (78%)
- Those living in Mercian ward (82%)

Question: *Thinking about this local area, how much of a problem is.....?*

Base: All respondents (Resident survey 2024: 1,100; Resident survey 2023: 737; Resident survey 2022: 721, LGA Polling Survey June 2024: 1,000). Combined responses are shown.

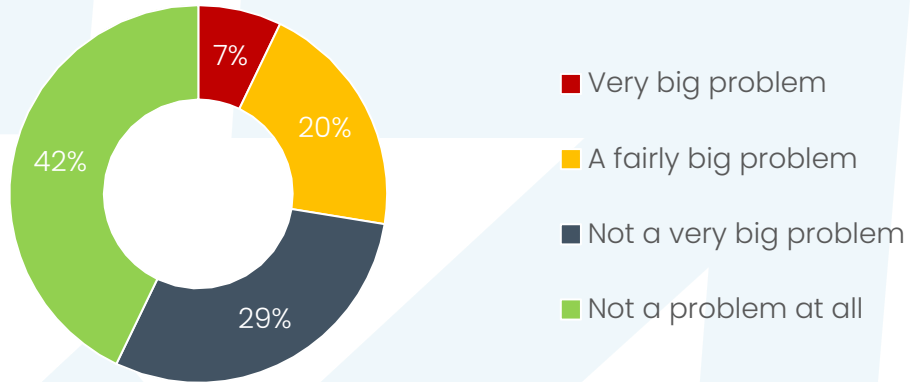


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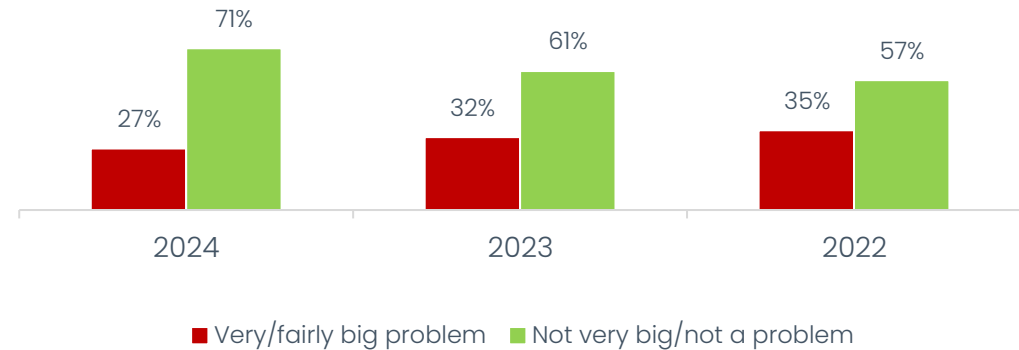
Living in Tamworth

How much of a problem is.....People being drunk or rowdy in public places

People being drunk or rowdy in public places was highlighted by just over a quarter (27%) of respondents saying it was either a very big problem or fairly big problem. This represents a small decrease from 2023, where 32% of respondents said this, and 35% in 2022.



Comparison with 2023 and 2022 surveys



Subgroup analysis

Groups most likely to say people being drunk or rowdy in public places is a problem (27% overall) included:

- Those aged 18-34 (41%), compared with those aged 35-54 (28%), 55-74 (22%) and 75+ (8%)
- Respondents from ethnic minority groups (44%) compared with White British respondents (26%)
- Those renting from a housing association (42%) and TBC social housing tenants (41%)
- Respondents living in Castle ward (42%)

Subgroup analysis

Groups most likely to say there is not a problem (71% overall) include:

- Owner occupiers (80%)
- Those living in Trinity (80%) and Belgrave (78%) wards

Question: Thinking about this local area, how much of a problem is.....?

Base: All respondents (Resident survey 2024: 1,100; Resident survey 2023: 737; Resident survey 2022: 721, LGA Polling Survey June 2024: 1,000).

Combined responses are shown.

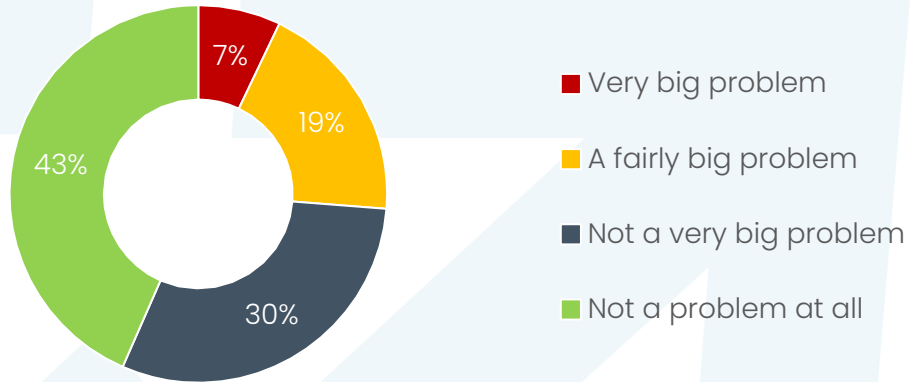


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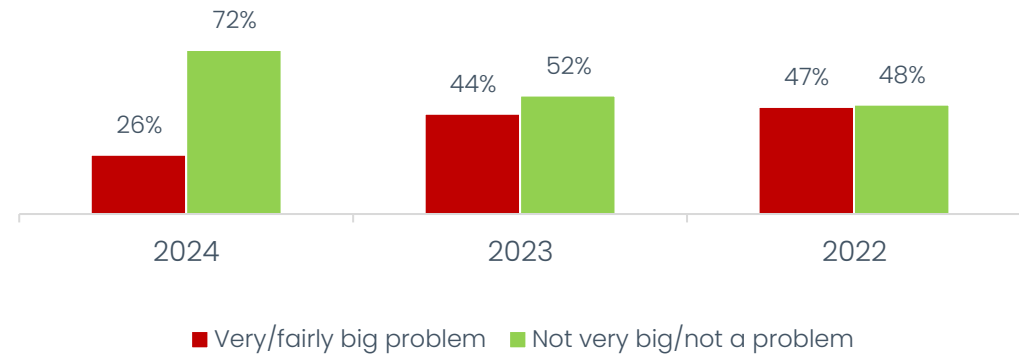
Living in Tamworth

How much of a problem is.....Groups hanging around the streets

Groups hanging around the streets was highlighted by a quarter (26%) of respondents saying it was either a very big problem or fairly big problem. This represents a decrease from 2023, where 44% of respondents said this, and 47% in 2022.



Comparison with 2023 and 2022 surveys



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Subgroup analysis

Groups most likely to say groups hanging around the streets is a problem (26% overall) included:

- Those aged 18-34 (35%), compared with those aged 75+ (13%)
- Those renting from a housing association (36%)
- Respondents living in Stonydelph (33%) and Mercian wards (32%)

Subgroup analysis

Groups most likely to say there is not a problem (73% overall) include:

- Owner occupiers (77%)
- Those living in Trinity (84%) ward

Question: Thinking about this local area, how much of a problem is.....?

Base: All respondents (Resident survey 2024: 1,100; Resident survey 2023: 737; Resident survey 2022: 721, LGA Polling Survey June 2024: 1,000).

Combined responses are shown.

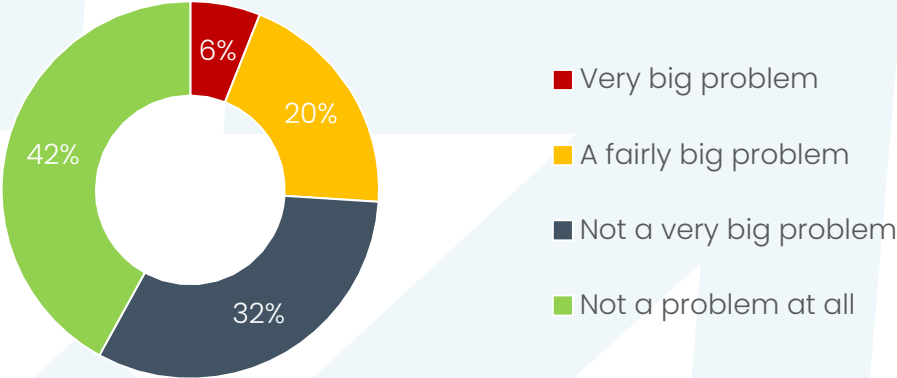


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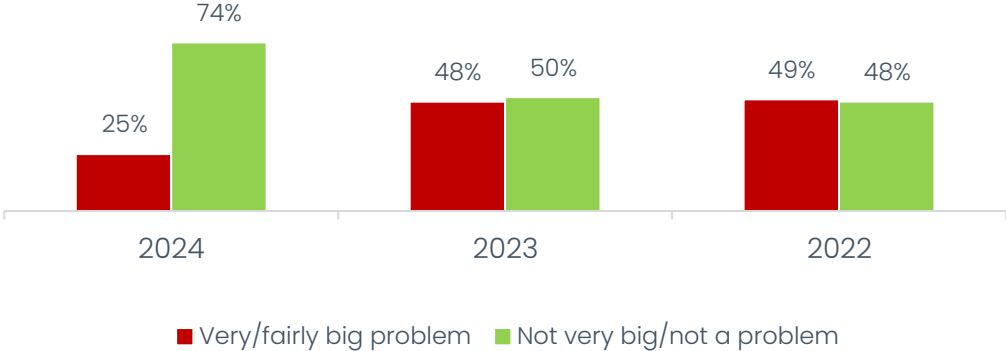
Living in Tamworth

How much of a problem is.....Vandalism, graffiti & other deliberate damage

Vandalism, graffiti & other deliberate damage was highlighted by a quarter (25%) of respondents saying it was either a very big problem or fairly big problem. This represents a decrease from 2023, where 48% of respondents said this, and 49% in 2022.



Comparison with 2023 and 2022 surveys



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Subgroup analysis

Groups most likely to say vandalism, graffiti & other deliberate damage is a problem (25% overall) included:

- Those aged 18-34 (33%), compared with those aged 55-74 (20%) and 75+ (15%)
- Those renting from a housing association (37%)
- Respondents living in Stonydelph ward (38%)

Subgroup analysis

Groups most likely to say there is not a problem (74% overall) include:

- Owner occupiers (79%)
- Those living in Trinity (83%) and Spital (80%) wards

Question: *Thinking about this local area, how much of a problem is.....?*
 Base: All respondents (Resident survey 2024: 1,100; Resident survey 2023: 737; Resident survey 2022: 721, LGA Polling Survey June 2024: 1,000).
 Combined responses are shown.

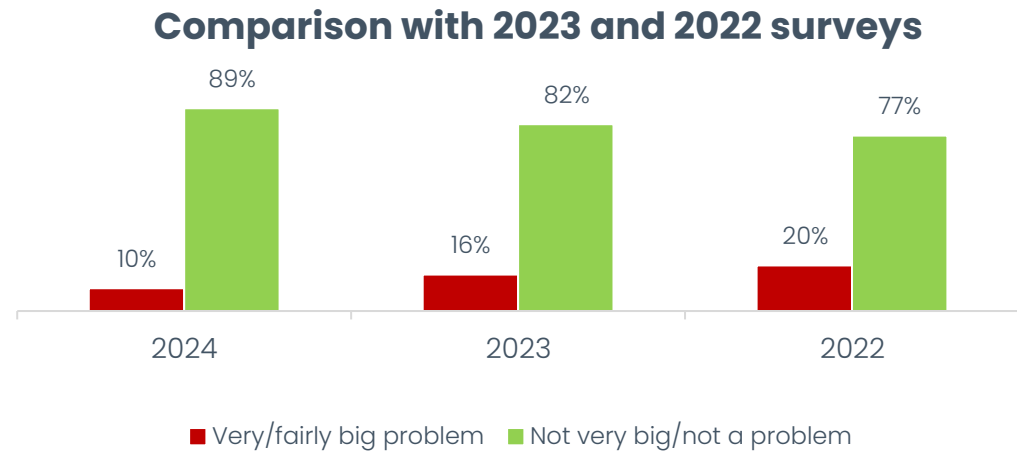
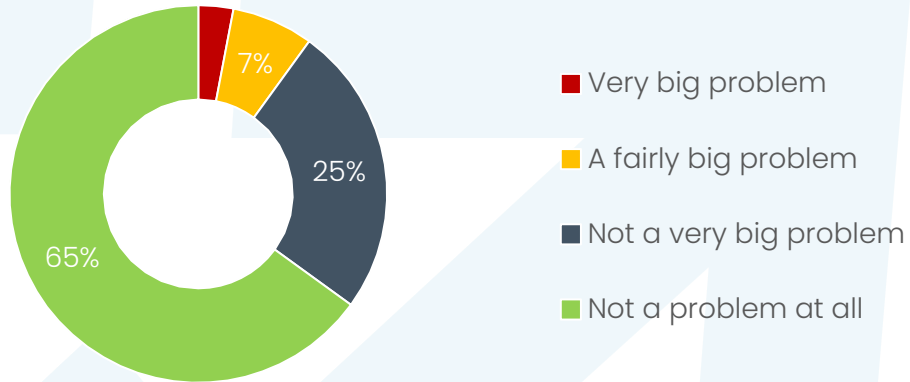


6

Living in Tamworth

How much of a problem is.....Noisy neighbours or loud parties

Noisy neighbours or loud parties was highlighted by one in ten (10%) respondents saying it was either a very big problem or fairly big problem. This represents a decrease from 2023, where 16% of respondents said this and 20% in 2022.



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Subgroup analysis

Groups most likely to say noisy neighbours or loud parties *is a problem* (10% overall) included:

- Those aged 35-54 (14%) and 18-34 (13%), compared with those aged 75+ (4%) and 55-74 (7%)
- TBC social housing tenants (21%)
- Respondents living in Stonydelph (15%) and Castle (14%) wards

Subgroup analysis

Groups most likely to say there *is not a problem* (90% overall) include:

- Owner occupiers (93%)
- Those living in Spital ward (95%)

Question: *Thinking about this local area, how much of a problem is.....?*

Base: All respondents (Resident survey 2024: 1,100; Resident survey 2023: 737; Resident survey 2022: 721, LGA Polling Survey June 2024: 1,000).

Combined responses are shown.



7. Safety in the local area

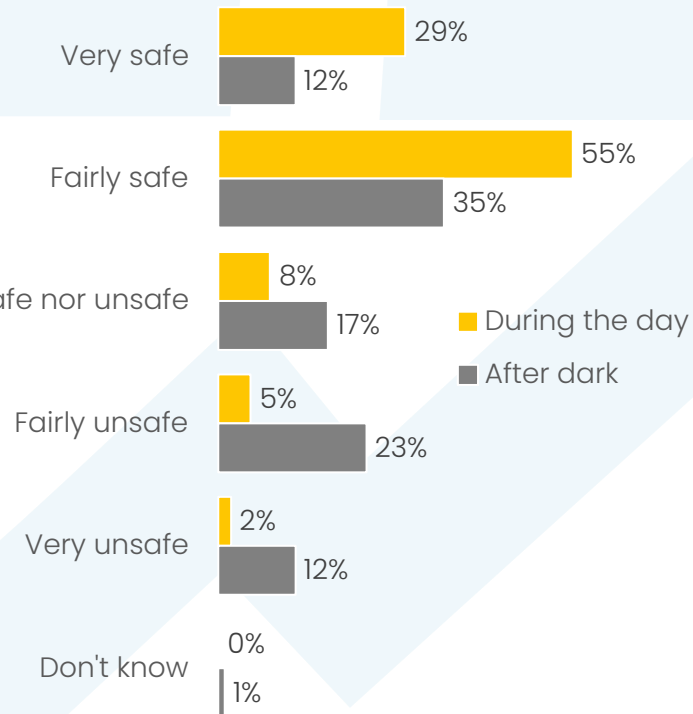
7

Safety in the local area

Feeling of safety in the local area

Over four in five (85%) respondents said they feel safe during the day, which is significantly higher than the 2023 survey result of 67%. As expected, after dark the number of respondents saying they felt safe dropped to 46%, but this is an improvement on the 2023 survey result of 32%. The results, however, are lower than the national benchmarking survey, where 91% feel safe during the day and 71% feel safe after dark.

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Subgroup analysis

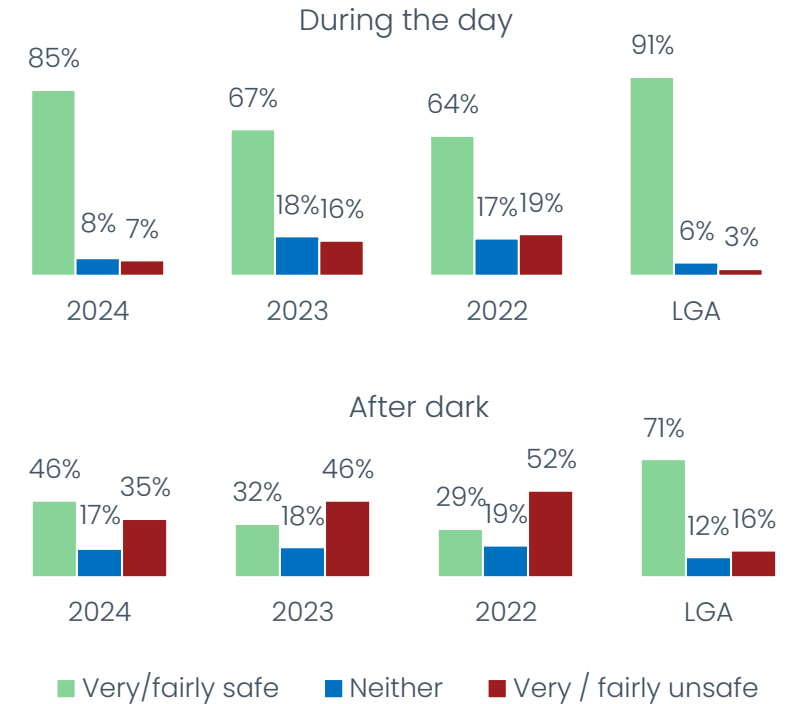
Respondents most likely to *feel unsafe* (35% overall) *after dark* included:

- Those aged 55-74 (38%) and 75+ (37%) compared with those aged 35-54 (31%)
- Female respondents (43%) compared with male respondents (27%)
- Those with a disability (47%) compared with those without a disability (30%)
- Those living in Castle (42%), Stonydelph (41%) and Belgrave (40%) wards
- Those renting from a housing association (46%) and TBC social housing tenants (42%)

Respondents most likely to *feel unsafe* (7% overall) *during the day* included:

- Those with a disability (10%) compared with those without a disability (6%)
- Those living in Belgrave (12%), Bolehall (11% and Stonydelph (10%) wards
- Those renting from a housing association (13%)

Comparison with 2023 and 2022 surveys, and LGA national benchmarking survey



Question: How safe or unsafe do you feel when outside in your local area (during the day and after dark)?

Base: All respondents (Resident survey 2024: 1,100; Resident survey 2023: 737; Resident survey 2022: 721, LGA Polling Survey June 2024: 1,000). Combined responses are shown.



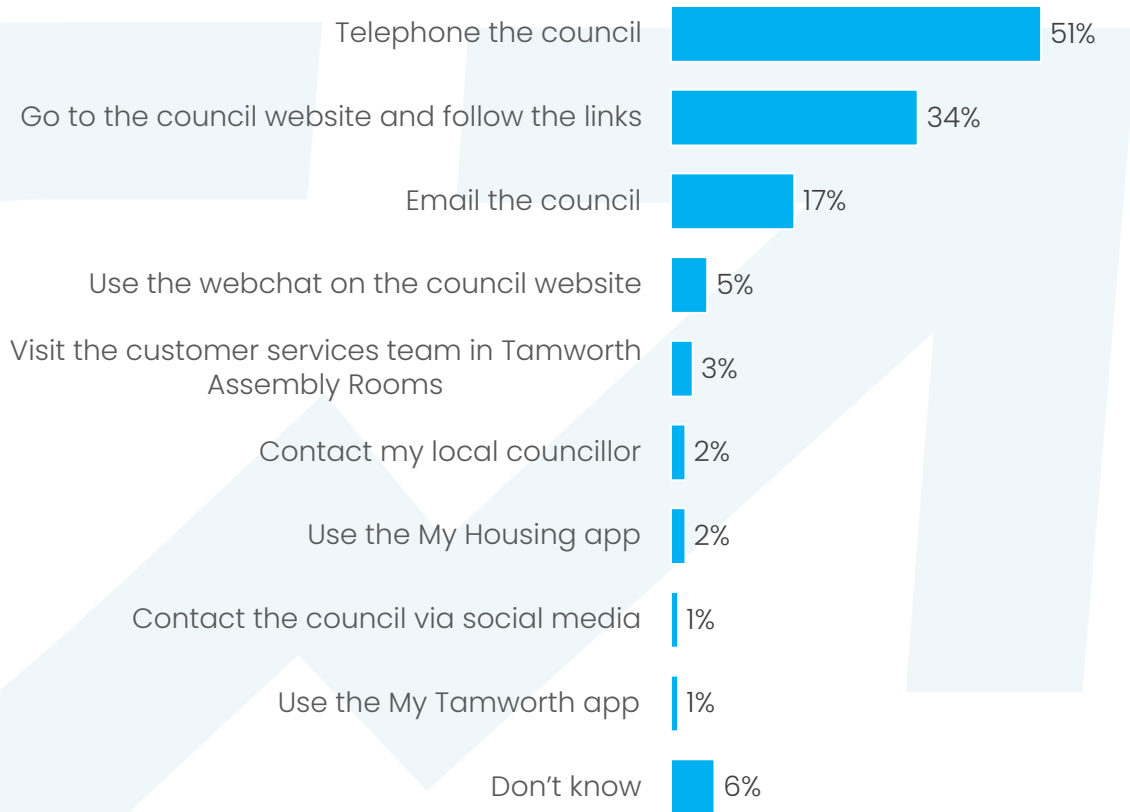
8. Communication



8

Communication Contacting the council

There are three main methods for contacting the council. The most common way is telephone (mentioned by 51% of respondents), visiting the council website, mentioned by a third (34%) of respondents, and emailing the council (mentioned by 17% of respondents).



Subgroup analysis

Those most likely to say they would telephone the council (51%) include:

- Those aged 75+ (72%)
- Female respondents (55%) compared with male respondents (46%)
- Those with a disability (64%) compared with those without a disability (46%)
- Those living in Trinity ward (59%)
- TBC social housing tenants (68%)

Those most likely to say they would go the council website (34%) include:

- Those aged 18-34 (50%)
- Male respondents (37%) compared with female respondents (32%)
- Those without a disability (39%) compared with those with a disability (21%)
- Those living in Bolehall ward (48%)
- Those renting from a private landlord (54%)

Those most likely to say they would email the council (17%) include:

- Those aged 18-74 (18%) compared with 75+ (7%)



9. Council spending

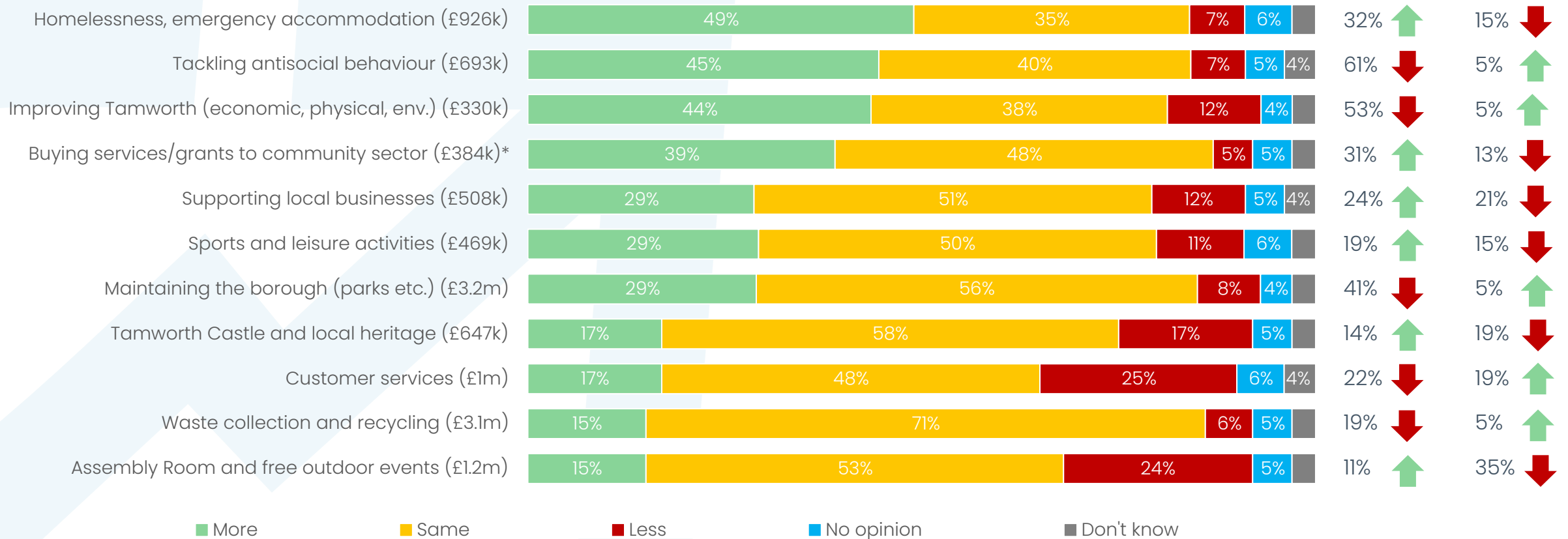


9

Council spending Spending choices

Respondents' views varied on whether the council should spend more, the same or less on a range of services. Tackling homelessness and emergency accommodation came out on top with half (49%) saying the council should spend more (which has increased from 32% in 2023). In contrast, a quarter (25%) of respondents said customer services should receive less funding.

In 2023 the percentage that said...



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Question: Do you think we should spend more, the same or less on.....?
Base: All respondents (Resident survey 2024: 1,100)

*In the 2023 survey, buying services/grants to community sector was split into two options. Averages have, therefore, been used for the above 2023 figures.



Council spending

Spending choices

The following subgroup analysis is for the top three areas that respondents think should receive more funding, and the three areas with the highest number of respondents that think there should be less spending.

Highest priority to increase spending

Tackling homelessness, emergency accommodation

Those more likely to say spend *more money* (49%) include:

- Female respondents (54%)
- Those with a disability (55%)
- Those living in Bolehall ward (58%)
- Housing association tenants (60%)

Tackling antisocial behaviour

Those more likely to say spend *more money* (45%) include:

- Those aged 35-54 (51%)

Improving Tamworth

Those more likely to say spend *more money* (44%) include:

- Those aged 55-74 (52%), compared with those aged 18-34 (29%)
- Those living in Spital ward (51%)
- Owner occupiers (52%)

Service areas where there should be less funding

Customer services

Those more likely to say spend *less money* (26%) include:

- Those aged 35-54 (29%)
- Male respondents (29%)
- Those living in Spital ward (31%)
- Those renting from private landlords (35%)

Assembly Room and free out events

Those more likely to say spend *less money* (24%) include:

- Those aged 35-54 (31%) and 18-34 (27%)
- Housing Association tenants (42%)

Tamworth Castle and local heritage

Those more likely to say spend *less money* (17%) include:

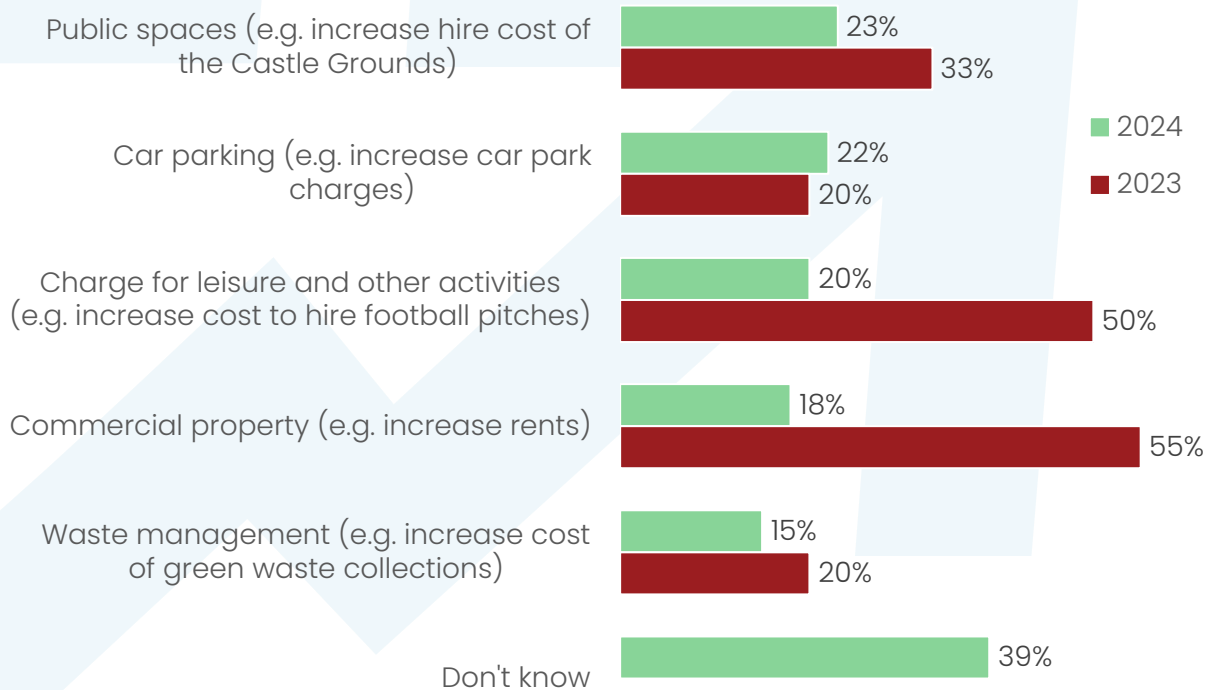
- Those aged 18-34 (23%)
- Respondents from ethnic minority groups (47%)
- Those living in Mercian ward (23%)
- TBC social housing tenants (30%)



9

Council spending Charging for services

All suggestions to increase charges for certain services received some backing from respondents, but increasing the cost for the hire of public spaces and car parking were the most popular with 23% and 22% of respondents choosing these options. Waste management was the least favoured with 15% of respondents saying this should be considered. Compared with the results from the 2023 survey, there have been significant decreases in the proportion of respondents that said the council should increase charges for commercial property (55% down to 18%) and leisure and other activities (50% down to 20%).



Subgroup analysis

Those more likely to choose *increase charges for the hire of public spaces* (23% overall) included:

- Those aged 18-34 (29%)
- Those without a disability (21%) compared with those with a disability (15%)
- Those living in Stonydelph ward (31%)

Those more likely to choose *increase car parking charges* included:

- Male respondents (24%) compared with female respondents (20%)
- Those living in Castle ward (30%)

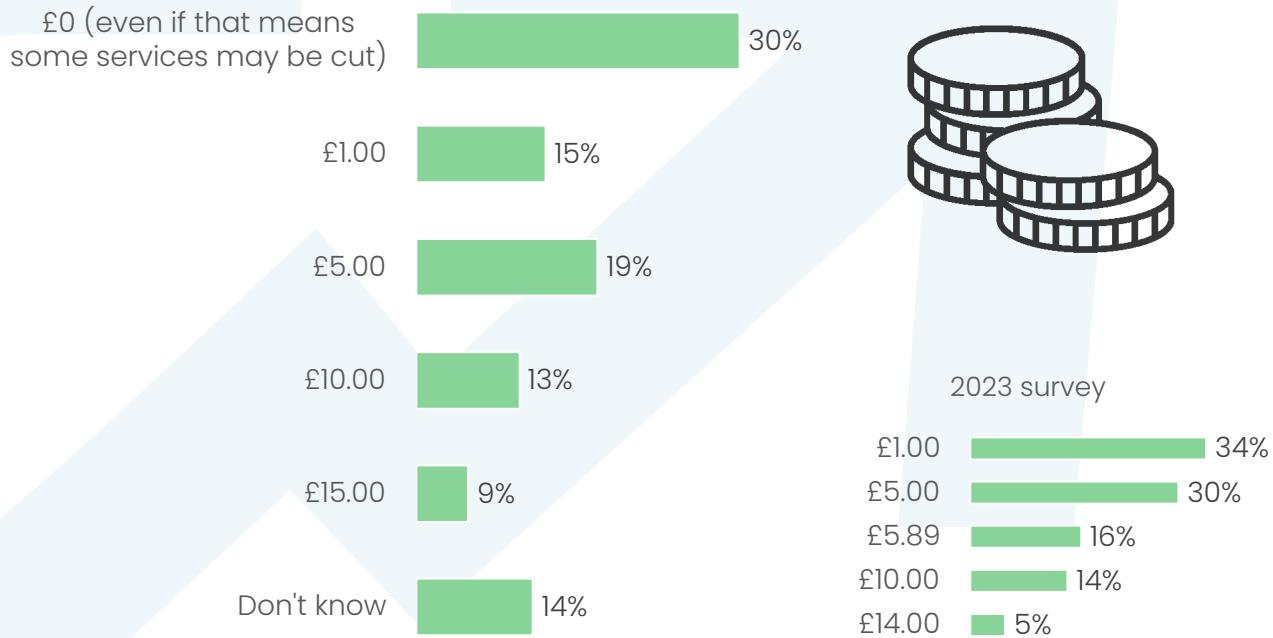


9

Council spending Council tax

Three in five respondents (30%) think that there should not be any increase on the Tamworth Borough Council element of the council tax. A further 15% said just £1.00 would be acceptable. A total of 13% said £10.00 and 9% said £15.00 would be acceptable. This is broadly in line with the results from the 2023 survey, although the options in the 2023 survey did not include £0 (even if that means some services to be cut).

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Subgroup analysis

Respondents most likely to say £0 (30% overall) included:

- Older respondents: 35+ (33%) compared with those aged 18-34 (24%)
- TBC social housing tenants (38%) compared with those renting from private landlords (22%)
- Those living in Castle (35%) and Stonydelph (35%) wards



Question: *What would you consider to be an acceptable increase on a band D council tax property for the year for the Tamworth Borough Council element?*
 Base: All respondents (Resident survey 2024: 1,100, Resident survey 2023: 737)

9

Council spending Ideas to save money or reduce costs

A variety of suggestions were made as to how the council could save money. The table below shows the most common suggestions (with ten or more respondents providing the suggestion). Budget better and being more careful with how money is spent was the most common suggestion (68 respondents).

Idea	Number of respondents
Budget better, be more careful with how you spend money	68
Stop wasting money on unnecessary things, e.g. flowers, fireworks	42
Improve repairs, jobs done right first time, e.g. housing repairs, potholes/improve contractor works	42
Cut wages, place a cap on wages	35
Improve staff productivity and efficiencies, work together better	28
Remove deadwood, streamline workforce	21
Stop housing immigrants, illegal immigrants, stop putting up in hotels	19
Cut management salaries and bonuses	14
Stop councillor expenses and salaries	14
Cut expenses (gen/unspec)	14
Attract more people to shop in town centre (businesses, shops)	14
Stop building new buildings, utilise existing buildings	12
Better sourcing of suppliers and contractors	10
Car parking - more, charge, residents etc.	10



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