

1 VISION: One Tamworth, Perfectly Placed - Open for business since the 7th century AD

3 STRATEGIC PRIORITIES

LIVING A QUALITY LIFE IN TAMWORTH

GROWING STRONG TOGETHER IN TAMWORTH

DELIVERING QUALITY SERVICES IN TAMWORTH

18 AMBITIONS TO 2020

- 1 More people will live longer, healthier lives
- 2 Fewer children will be obese and run the risk of heart disease and diabetes
- 3 People will feel safer and less fearful of crime and anti-social behaviour
- 4 The built and natural environments will be conserved to the highest possible standards
- 5 More people will be living independent lives with access to facilities
- 6 There will be fewer vulnerable people requiring specialist services
- 7 More businesses will locate and succeed in Tamworth
- 8 People will have access to a full range of quality housing options
- 9 Local infrastructure and connectivity will support an active workforce and help grow the economy
- 10 The Council will be recognised as both business friendly and businesslike in the way it facilitates and operates
- 11 Tamworth town centre will be regenerated and complement the outstanding retail and leisure offer
- 12 Tamworth will mean 'a great place to live' not simply 'a place with more houses'.
- 13 The Council will have a Commercial Investment Strategy and an associated trading arm designed to invest in assets/other means of sustainable income generation
- 14 Customer satisfaction levels will be maintained above 90%
- 15 Access to all Council services will be improved
- 16 The Council will set and maintain service standards that will be consistent, accessible and delivered by skilled staff
- 17 We will save you time and money by doing business with you online
- 18 Fewer customers will have to visit the Council offices to resolve their issues



17 KEY PROJECTS BY 2020

- 1 Maintaining and managing the environment within Tamworth
- 2 Delivery of the Community Safety Partnership
- 3 Delivery of an effective regulatory service
- 4 Growth and Regeneration in Tamworth
- 5 Tinkers Green and Kerria regeneration
- 6 Garage sites redevelopments
- 7 New repairs contract
- 8 Preparation for collection of the Business Improvement District (BID) levy
- 9 Business rates retention
- 10 Commercial opportunities in business decision-making
- 11 Heritage, leisure and events
- 12 Organisational well-being
- 13 Digital customer services
- 14 Corporate knowledge hub
- 15 New General Data Protection Regulations
- 16 Office 365
- 17 Self-service

6 CORE PURPOSES OUR FUNCTIONS & DELIVERY MECHANISMS

Provide the democratic leadership and high ethical and professional standards necessary to support the communities of Tamworth

Work with our communities and agencies to address the priority issues facing the borough and its communities

Offer a range of services and advice focused upon the needs of our communities ensuring that those in greatest need are supported and protected

Work together to support individuals and communities to improve their lives

To work hard to understand the needs of our communities and support growth, cohesion and pride

To ensure the values and actions of the organisation are founded on fairness, equality and honesty