

RESIDENTS SURVEY

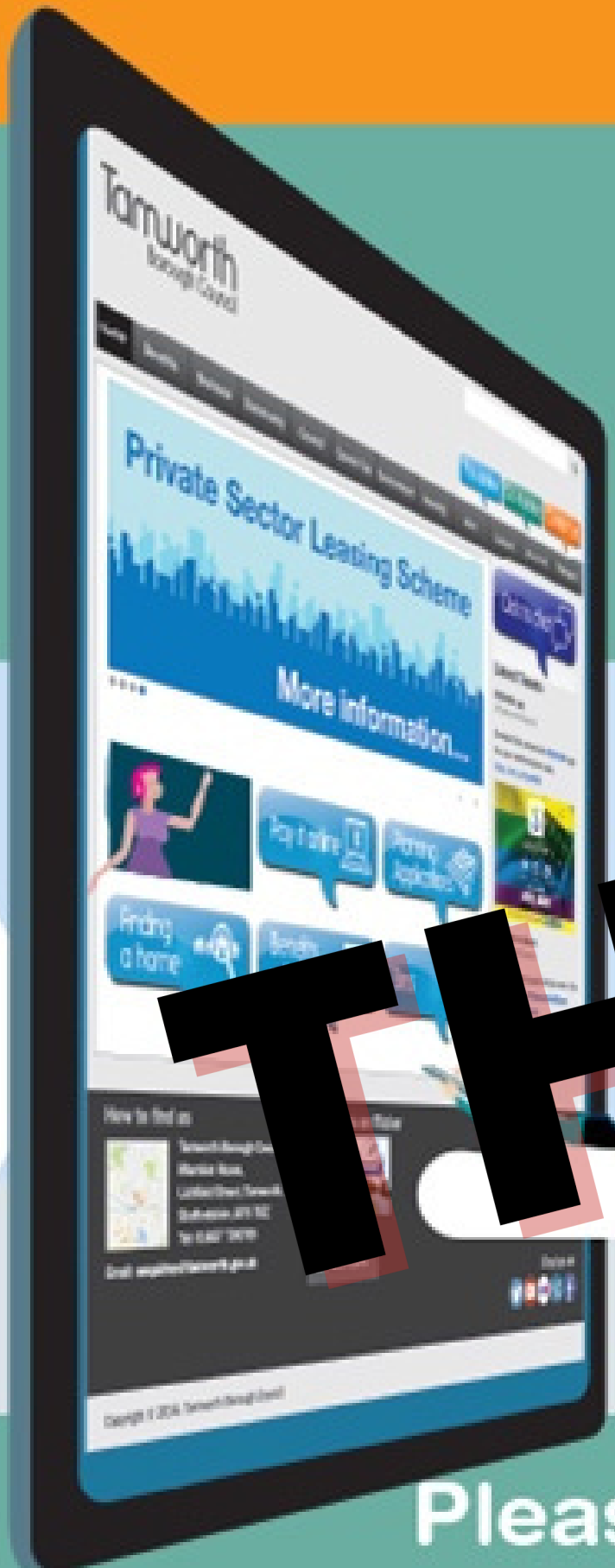
Talk to us

Tamworth

THE RESULTS!

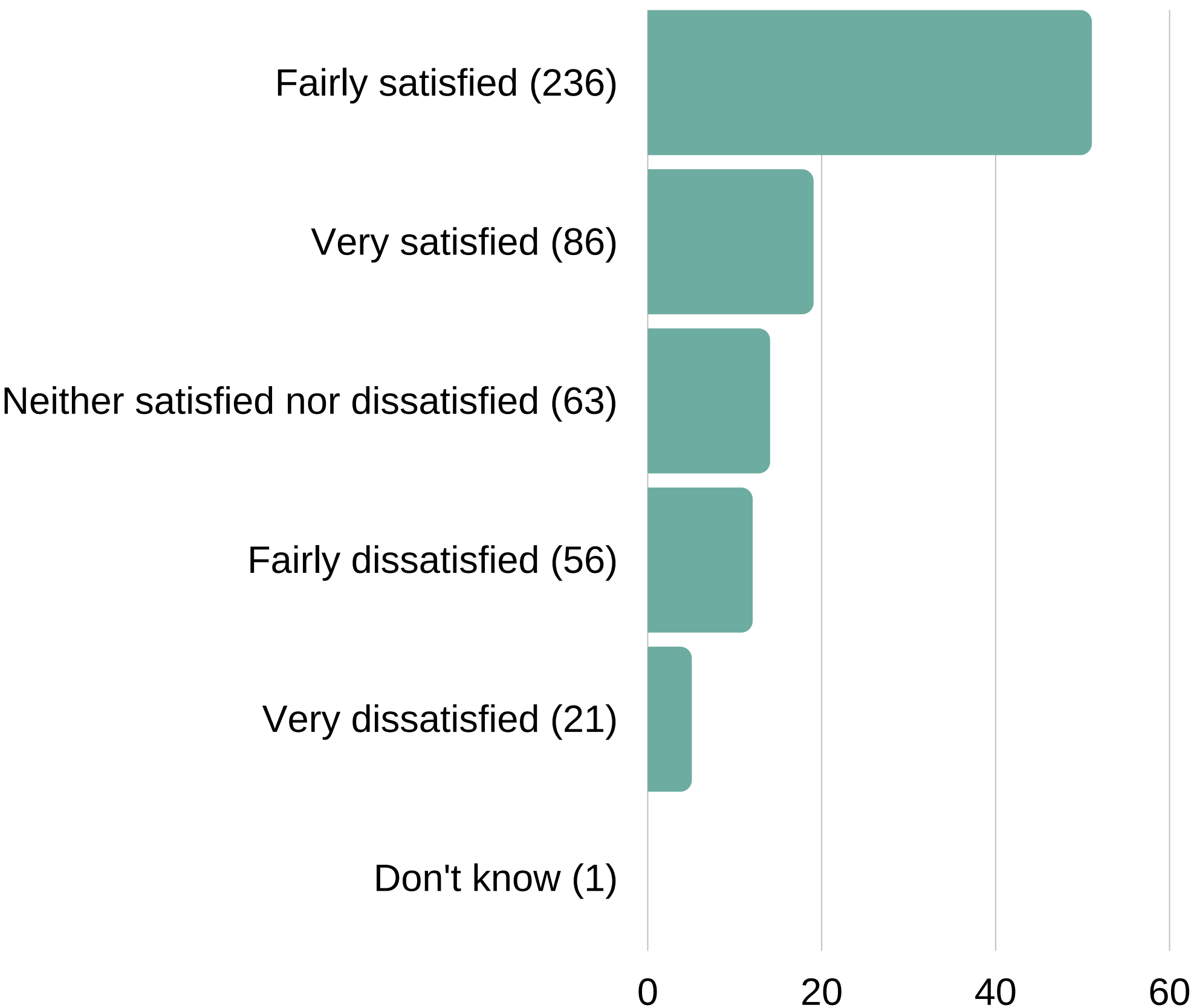
ENTER THE DRAW
TO WIN A TABLET

Each person that completes the survey will be entered into a prize draw courtesy of Engie.



Please fill in the survey online at www.tamworth.gov.uk/talk-to-us

Overall, how satisfied are you with Tamworth as a place to live?



“

Great place to live and hopefully the investment in the town centre will bring us into the 21st century

Lots of litter about, very little done about weeds growing everywhere in the summer

Plenty of facilities, lots of green spaces

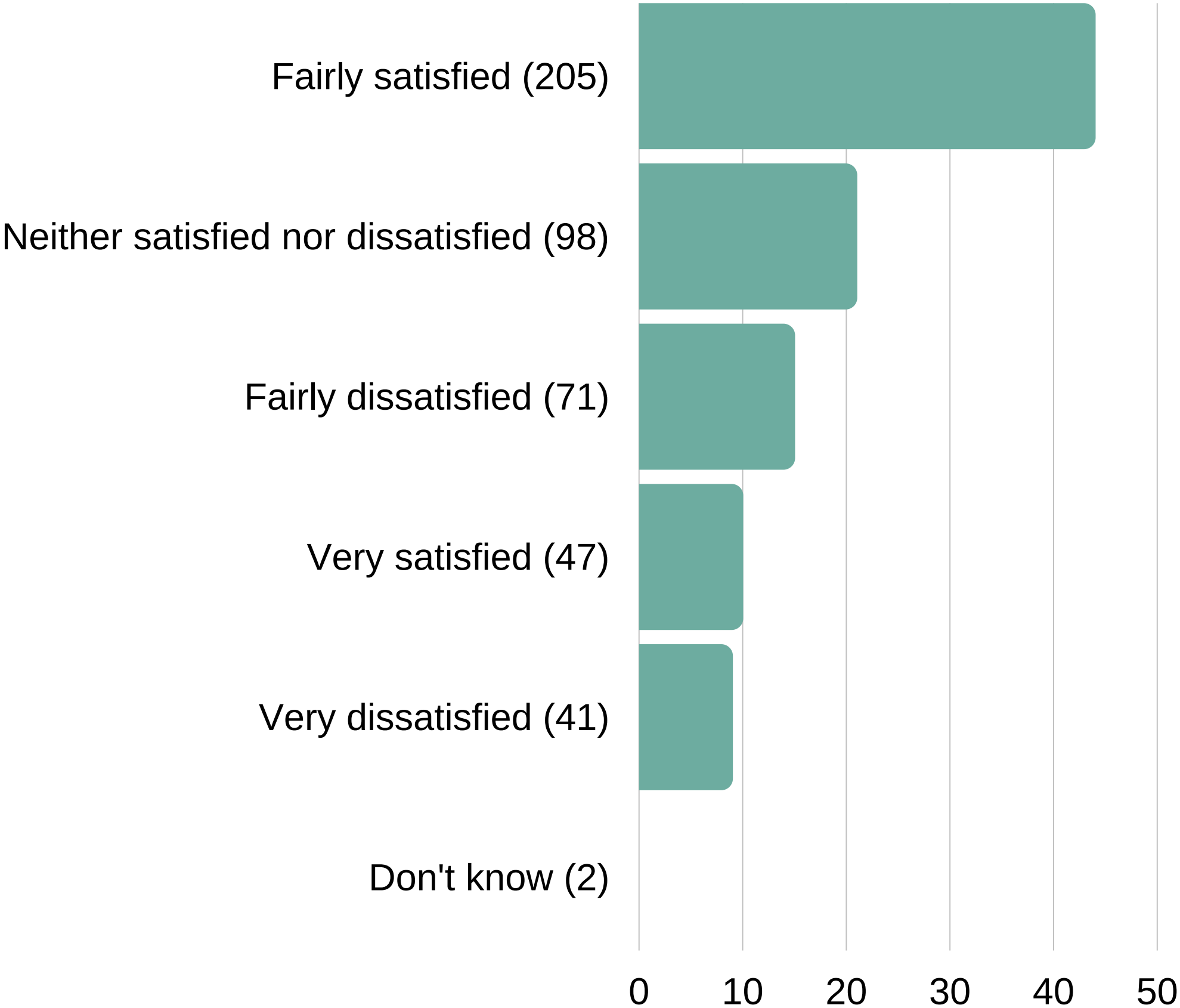
Tamworth is a lovely town but has seen its potential wane over recent years

Noticed an increase in crime

I like the skate park and Wigginton Park where I hang with my crew

”

Overall, how satisfied are you with the way Tamworth Borough Council runs things?



“

I think we should be made more aware of what is planned, such as removal of trees

Get a committee for each estate and listen to our voice of what we want

Great service with one phone call

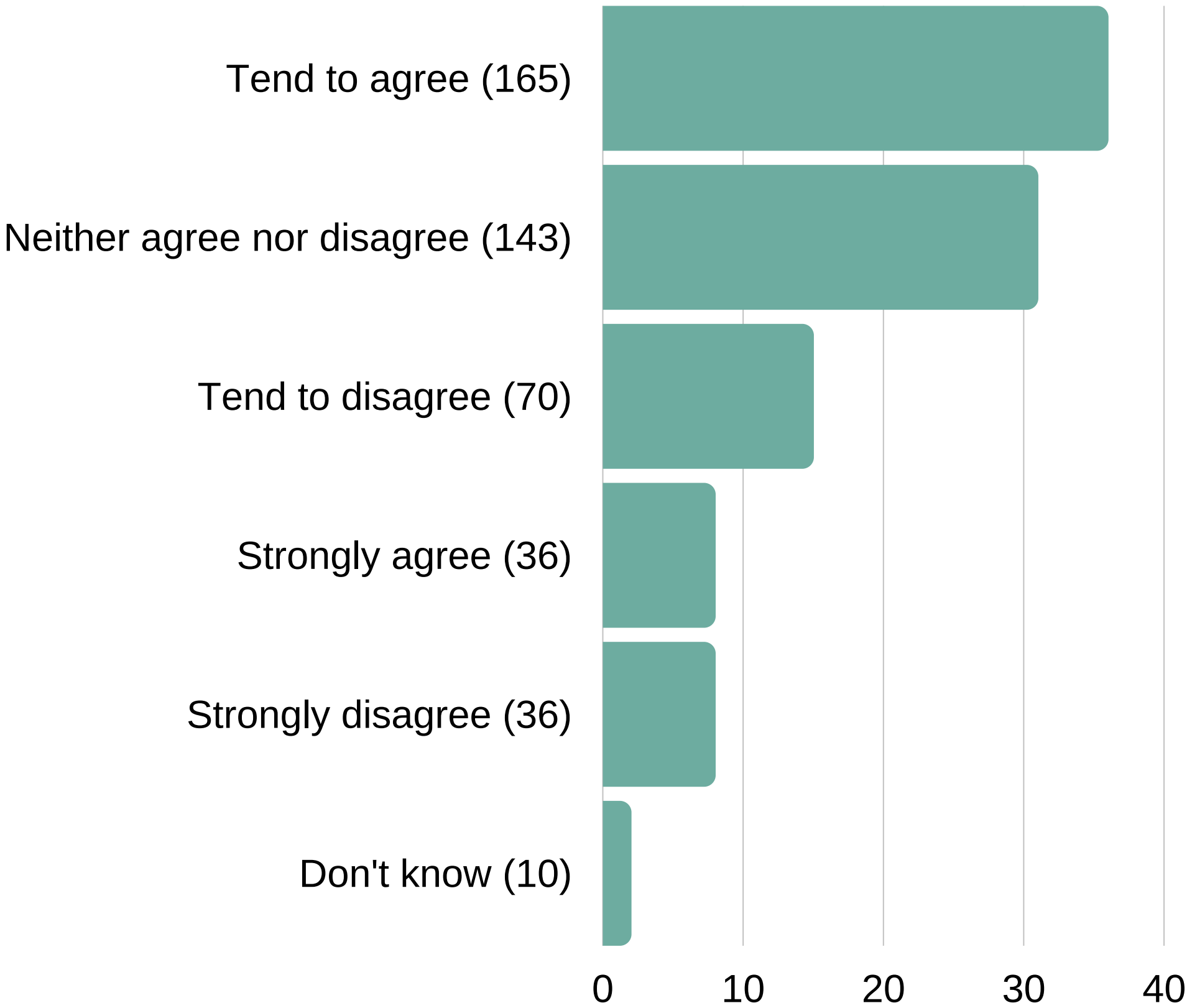
It's said TBC ask for people's views, perhaps you need to give proof you do listen and act

I feel they do what they can in the best interest of the community based on the budget they have

Lots of potholes in roads, ever increasing council tax and can't see where it's going

”

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



“

Staffs seem to be running most services, badly, and you do nothing but blame them rather than campaigning for better

I don't think it's better or worse than anywhere else

The proportion of money going to the borough is limited

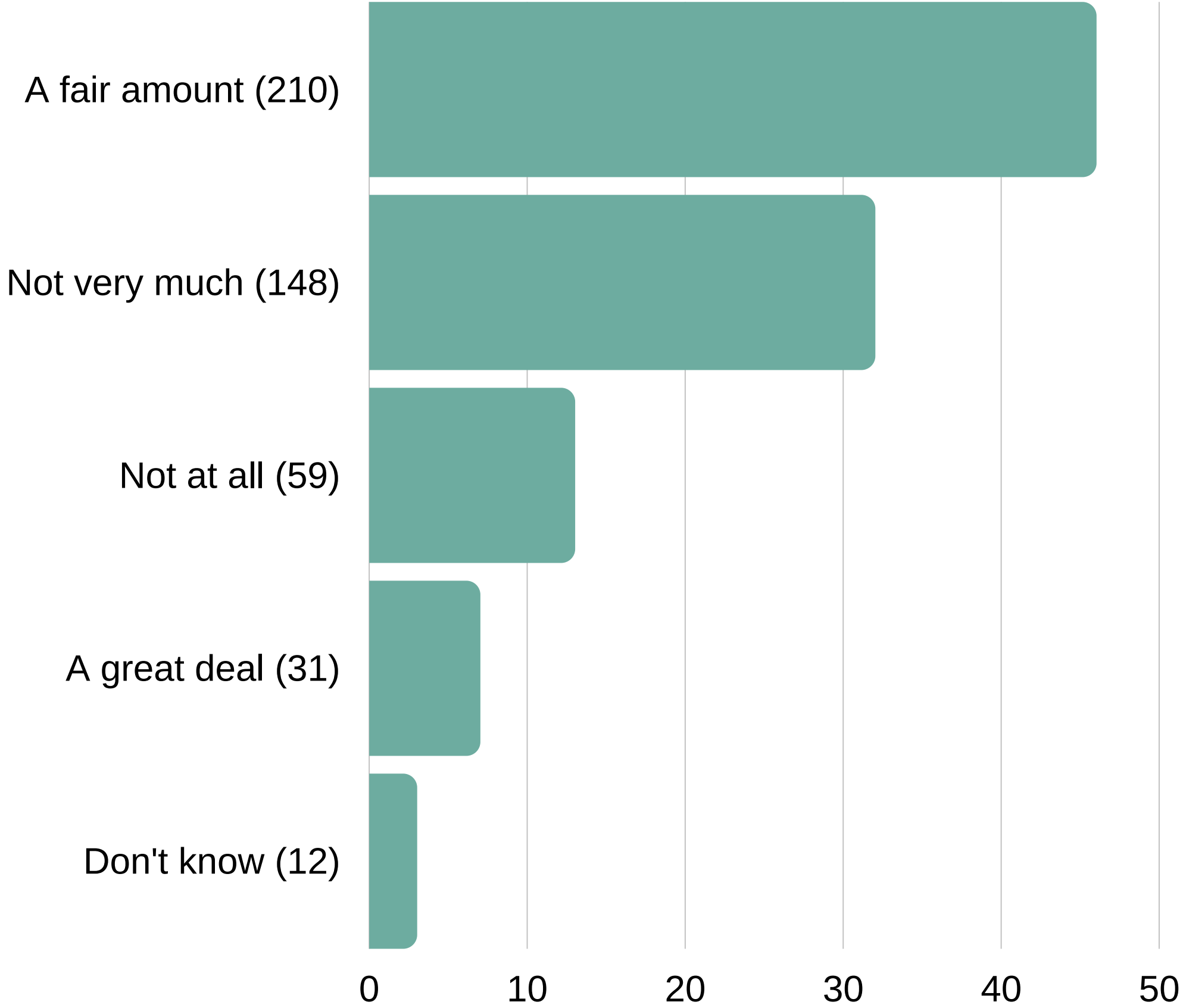
I think the council has done a good job under very difficult circumstances recently

May be useful to have more information about how much money the council has to play with

There's little evidence of spending out in Wilnecote

”

Our vision is 'To put Tamworth, its people and the local economy at the heart of everything we do'. How much do you trust TBC to fulfil this?



“

I think the aspiration is there. I am not convinced there is a full understanding of the needs of all.

I do believe the council will do everything in its power for the residents of the town

I feel the council should focus more on supporting local small businesses and restoration of landmarks

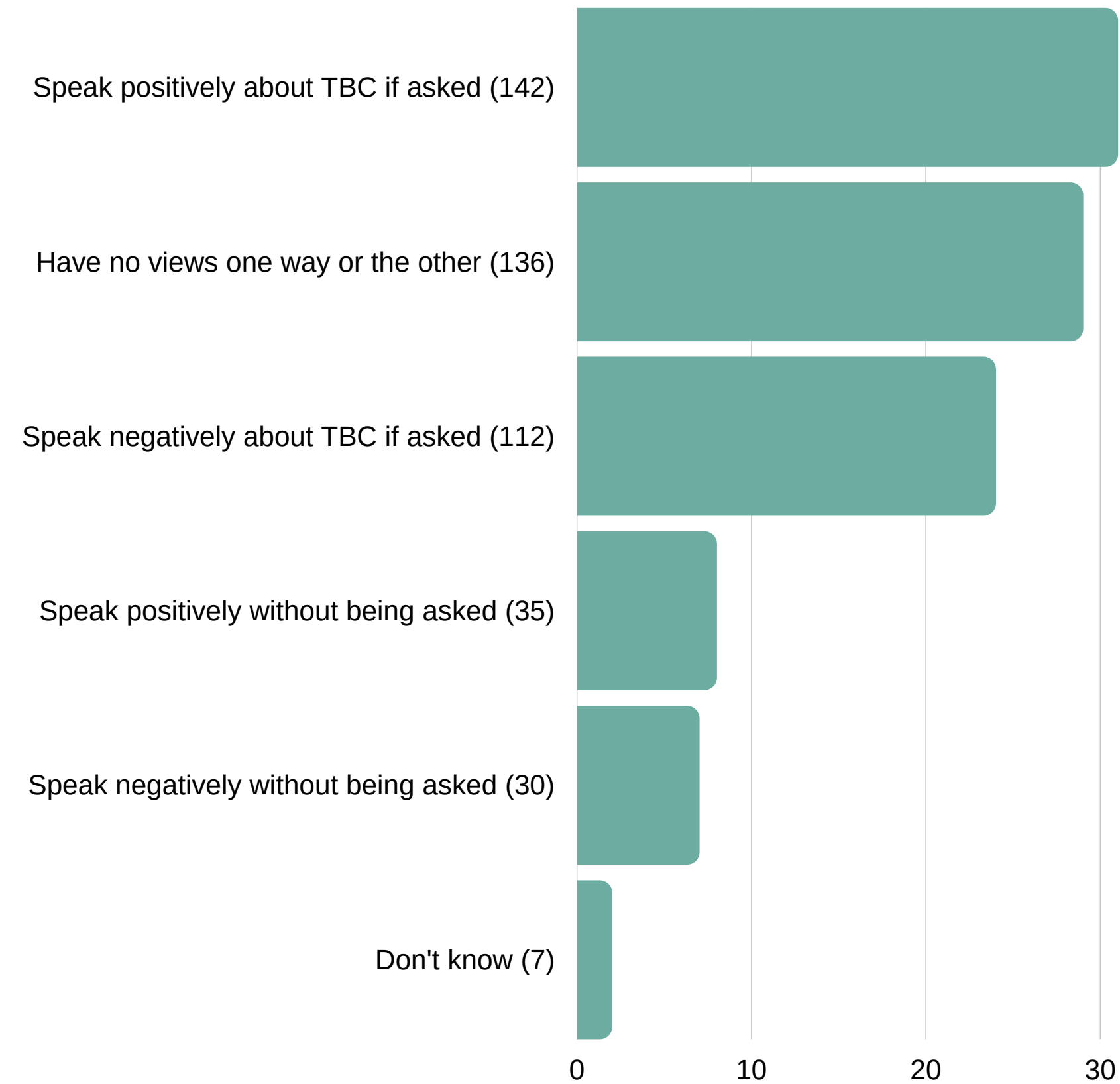
Time will tell with the town regeneration project, but always hopeful

They allow too much development and don't insist that the infrastructure needs are addressed first

Please add 'biodiversity' or 'local environment' as well to your vision

”

Which of the following statements comes closest to how you feel about Tamworth Borough Council?



I would rather give a positive view of our town wherever possible

It is sometimes difficult to be positive when there are obvious discrepancies in the way areas are catered for

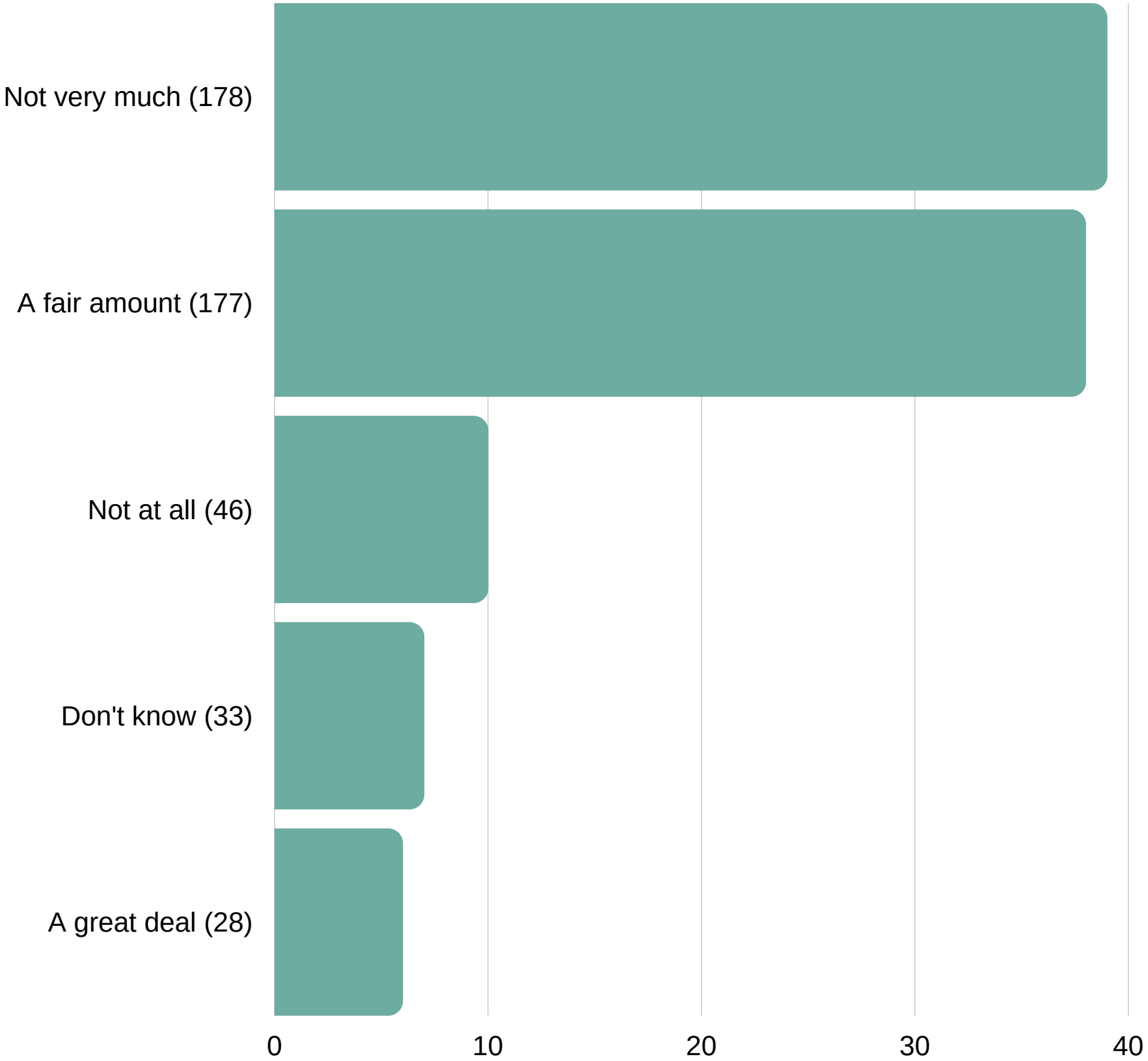
On the whole, TBC serves the town well, employing local people who care deeply about how their town looks

Because you don't solve the real problems of the community

I have pride in Tamworth and take opportunity to compare and contrast it with other localities

When talking to friends we moan about the state of things

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



“

Most issues are dealt with that I report

At times government policy means action may not be able to be taken

I believe the council takes local concerns very seriously and in my view acts upon those as best it can

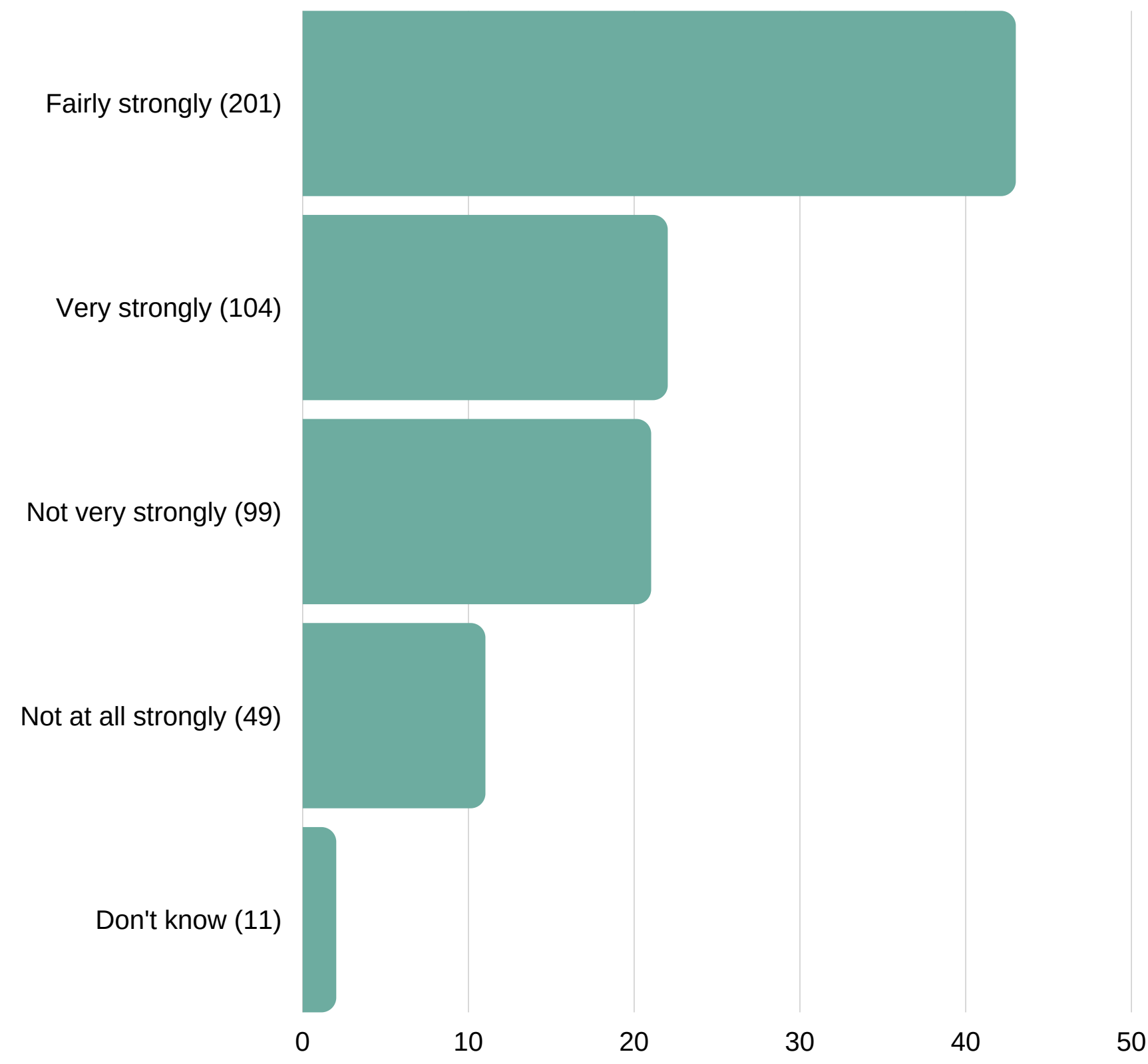
Plenty of problems with litter that has been highlighted by residents but no action taken

The app makes it easier to contact services and response has always been rapid

I remember a time when residents meetings with councillors, staff and police were held regularly, but not anymore. There's no sense of community.

”

How strongly do you feel you belong to your local area (within 20mins walking distance of your home)



I love Tamworth and am proud to belong here

Good amount of events in town centre, but need more in outer areas, like Amington

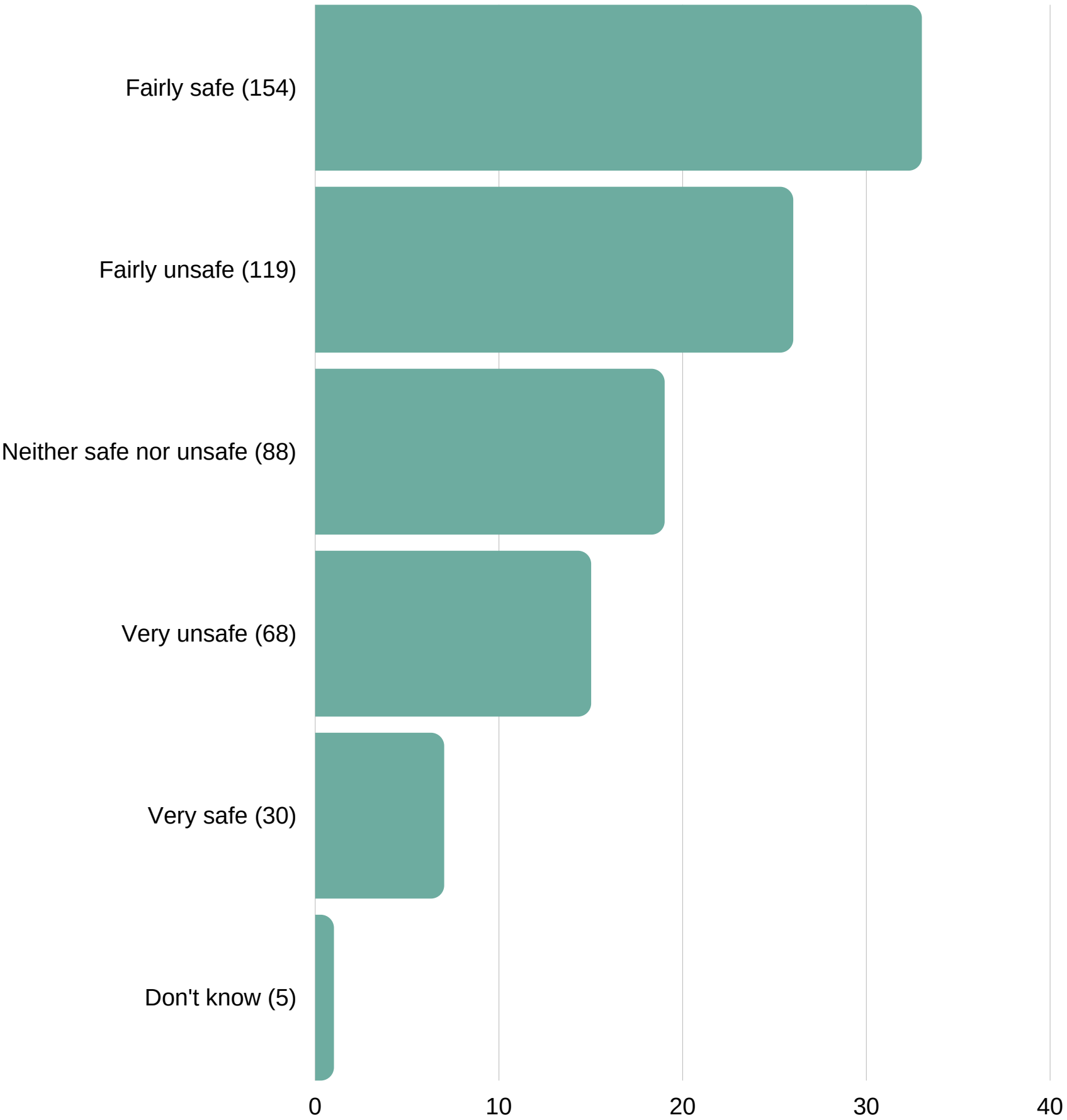
The areas I've lived in have all had a communal feel about them

I'm not originally from Tamworth and there is no identity to Tamworth to make you feel you belong

If you get involved, you feel involved

There isn't a huge community feel about the housing estate I live in so I don't know anyone outside my immediate neighbours

How safe or unsafe do you feel when outside in your local area after dark?



“

Never had any problems but I am lucky to live on the right side of town

Lighting is not within your remit, but some roads have poor lighting and lack of police is a problem

I think crime has increased in Tamworth since I used to walk home alone all the time, but no so much now

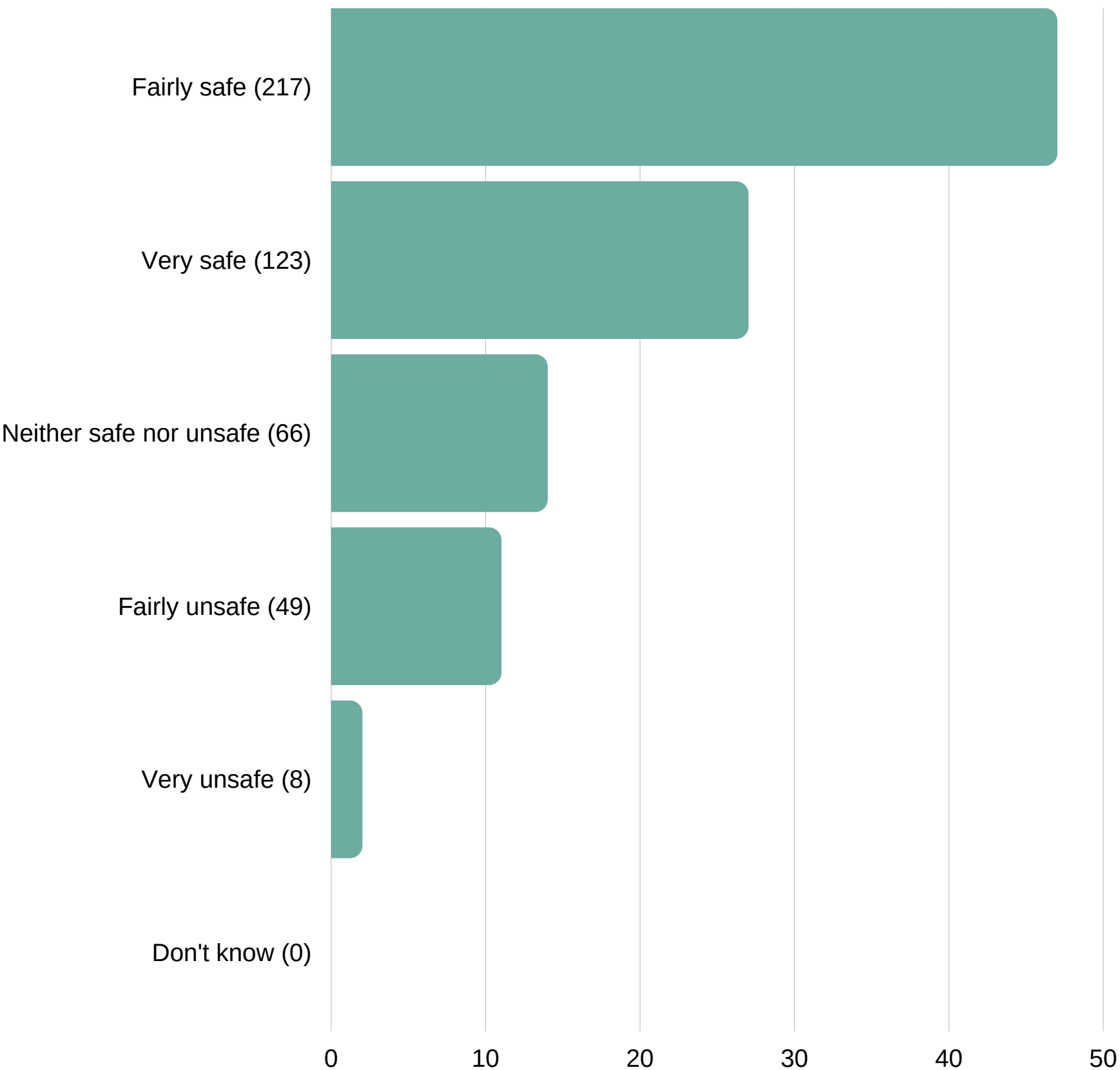
After moving from Solihull, Tamworth is an extremely safe place and when out walking the dog I am guaranteed to see at least one police vehicle on patrol

Not enough police, too many youths with nothing to do

Tamworth is an overall safe place in my view

”

How safe or unsafe do you feel when outside in your local area in the day?



“

Travel to lots of different areas every day with work and usually feel fine

Drug dealers everywhere

Tamworth is safer to live in than most towns

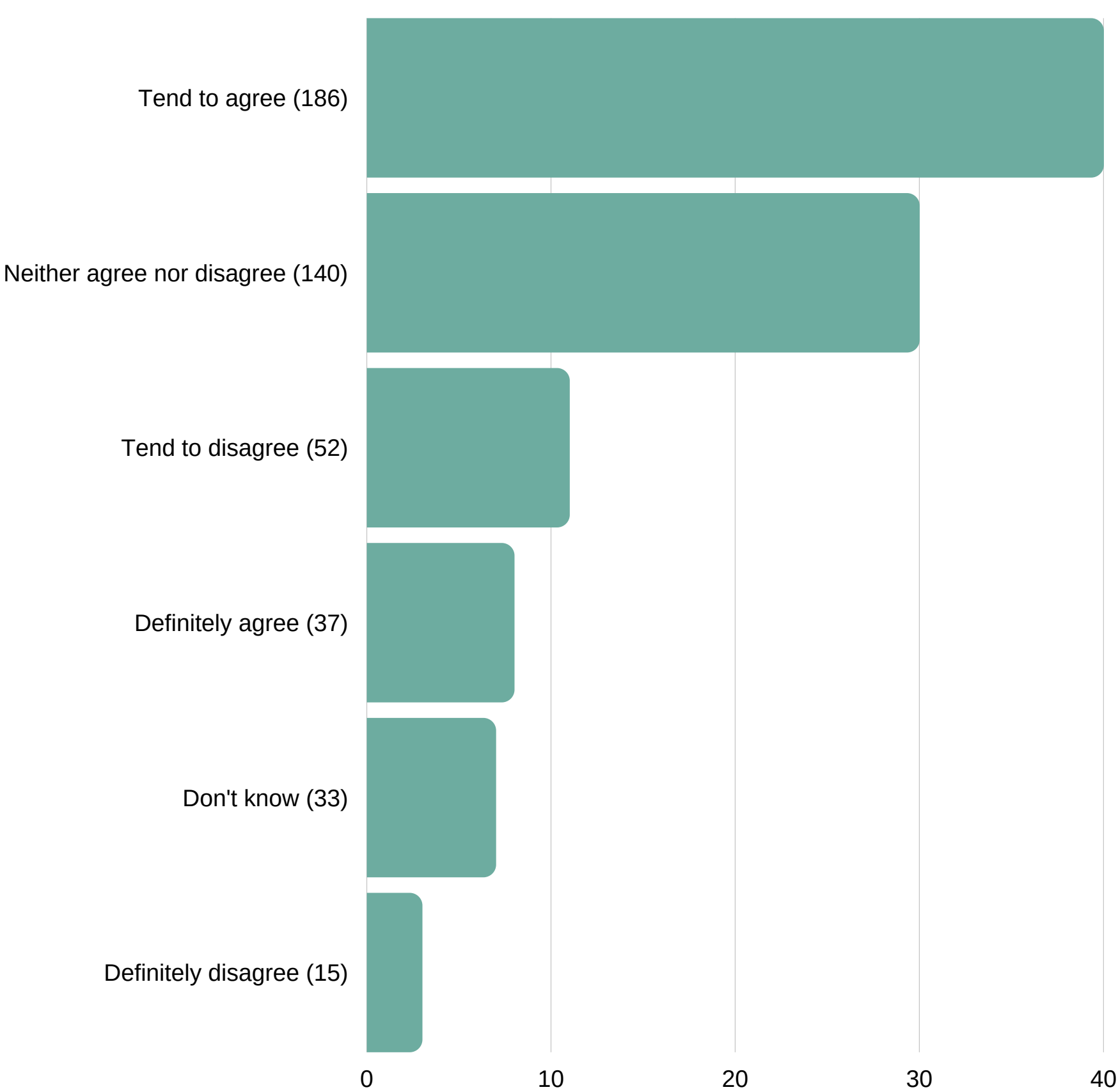
Too much anti-social behaviour, especially with gangs of youths meeting up drinking in local nature reserves

Only ever had good experiences when outside during the day. I wouldn't say I feel very safe however.

When outside, I'm mostly riding a bicycle and without exaggeration, the attitude to cyclists in Tamworth isn't very pleasant

”

To what extent do you agree that your local area is a place where people from different ethnic backgrounds get on well together?



“

I see no issues but that doesn't mean there aren't any

This is a problem in Tamworth. We are not very diverse or open unfortunately.

I'm black and I think it's quite friendly, not as friendly as Polesworth, Dordon and Atherstone though

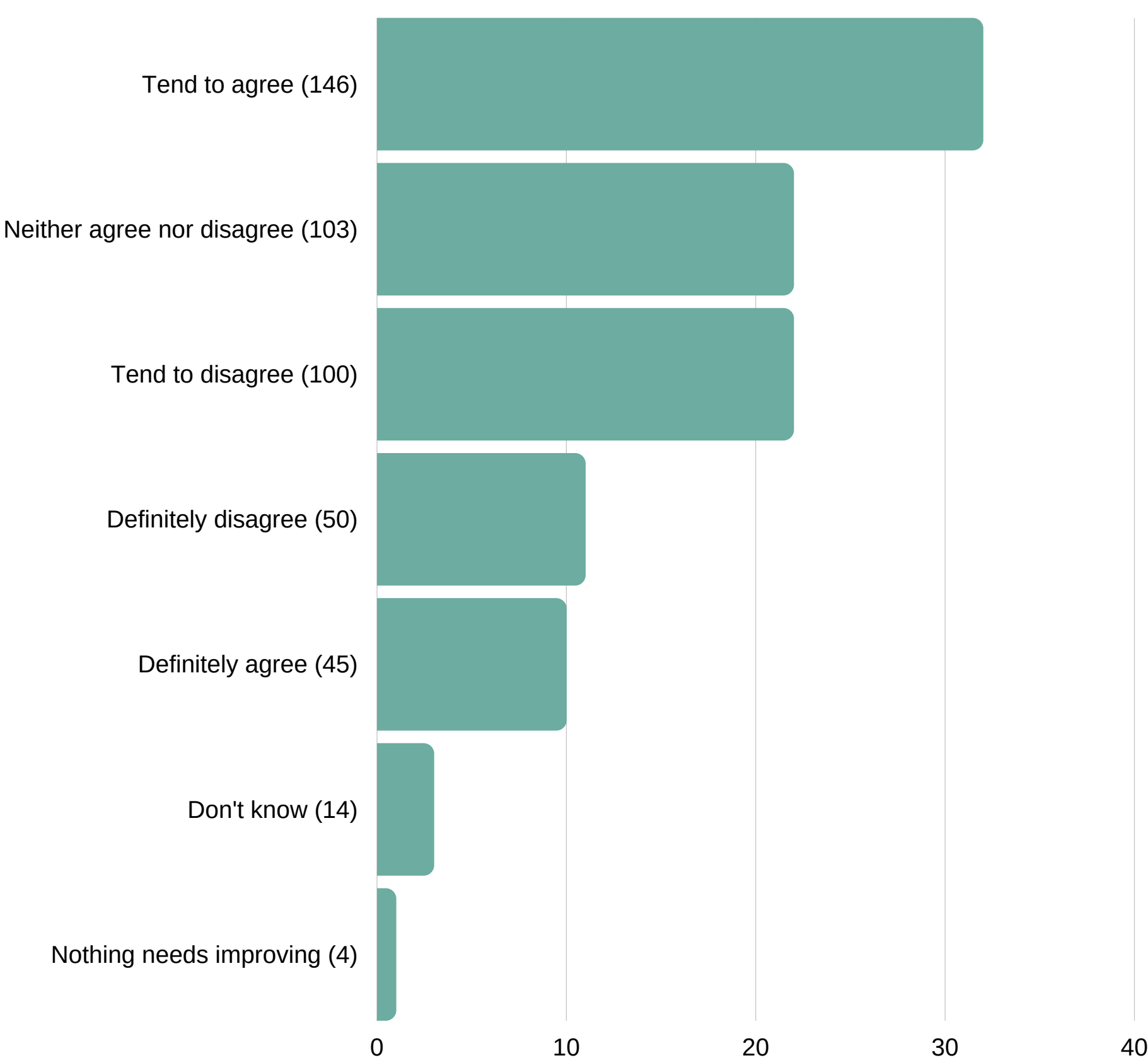
There is a severe lack of multiculturalism in Tamworth

We have neighbours of differing ethnicities and get on well

Good in person, but online people can be pretty racist

”

To what extent do you agree or disagree that people in this local area pull together to improve the local area?



“

There are a ton of nice people in Tamworth who'd help anyone without question

You will always get people who moan and do nothing about it

The residents in my area have certainly come together during covid and we are hoping this will continue

Few, if any, opportunities. TBC doesn't engage.

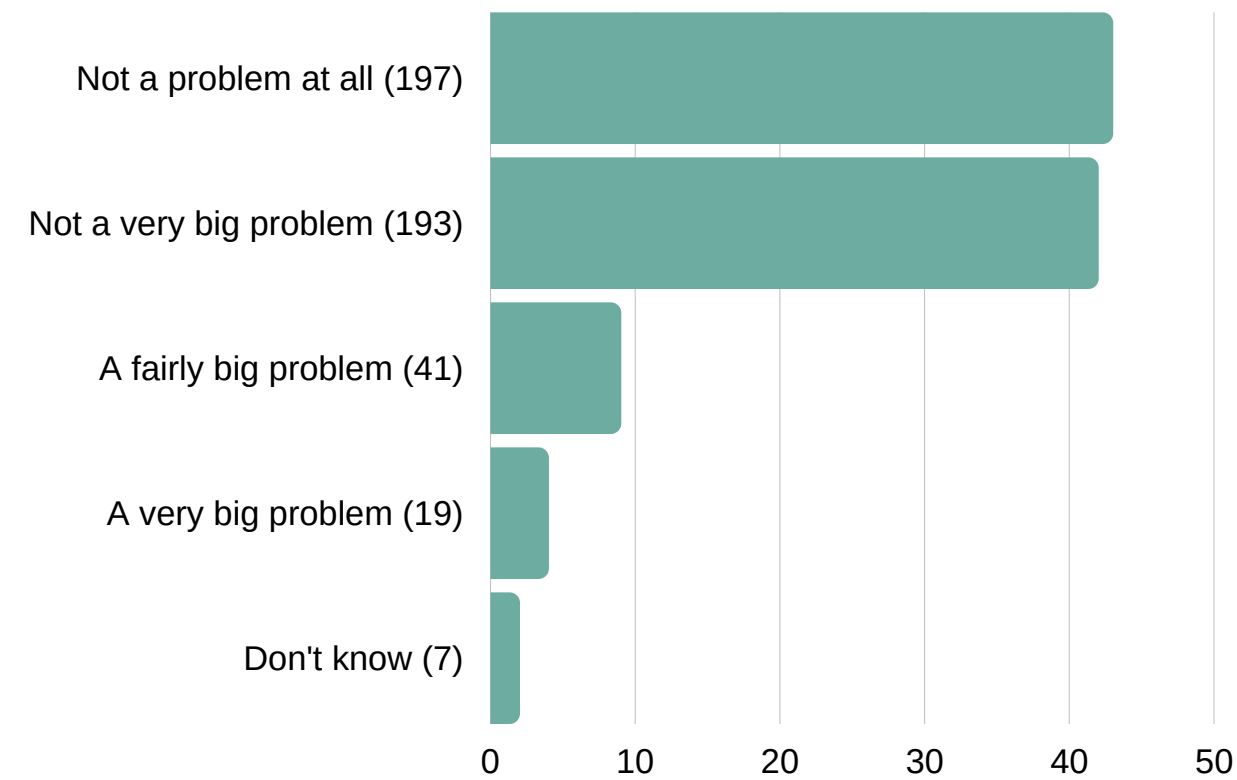
Volunteers litter picking and maintaining local nature reserve often seen. Council workers also good at maintaining area and generally very friendly

There are some very active local groups and I have a lot of respect for them. Most people live in their own bubble. We fit into that category.

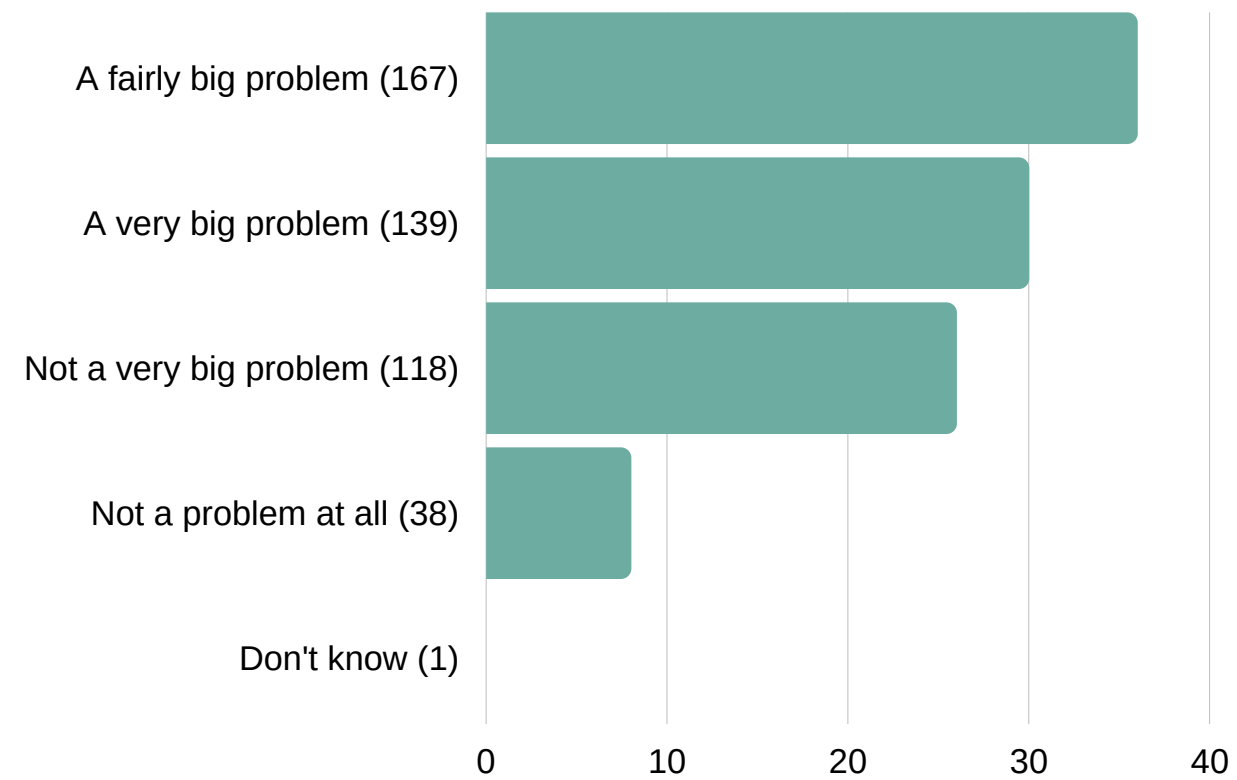
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Thinking about your local area, how much of a problem do you think these are?

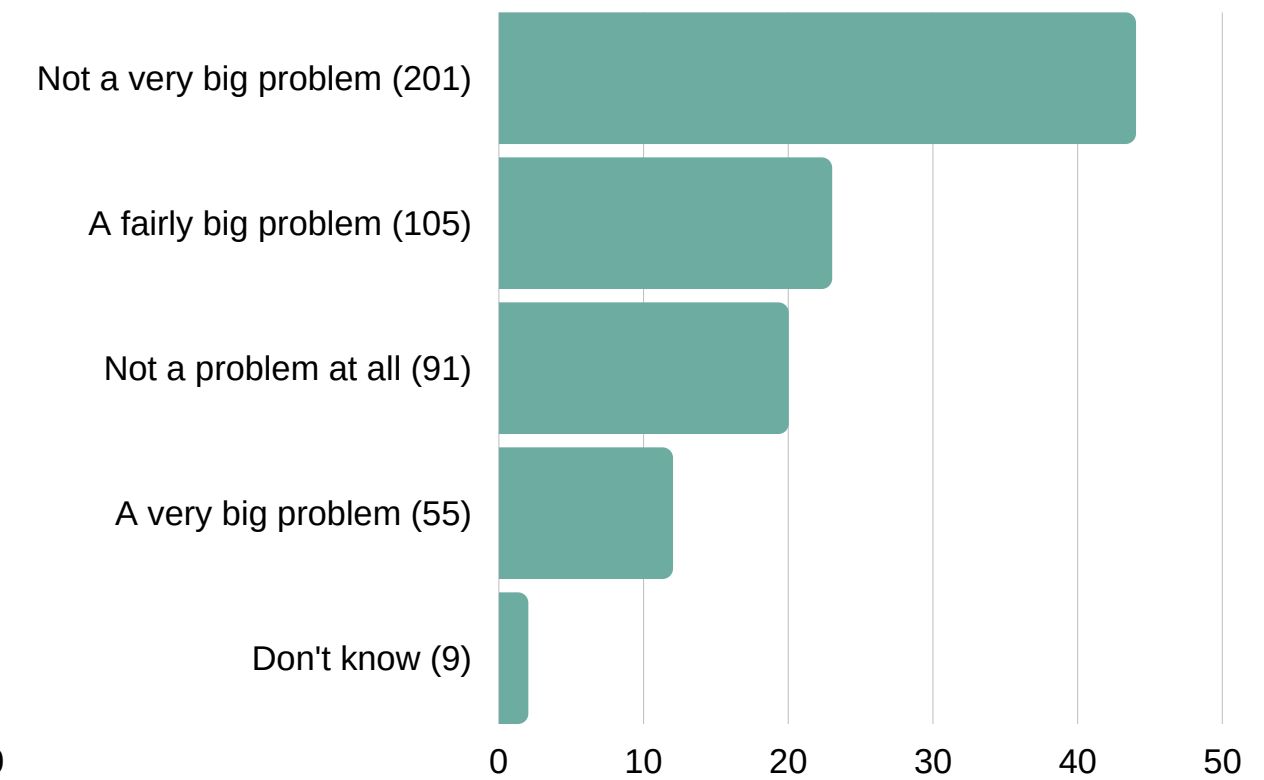
Noisy neighbours or loud parties



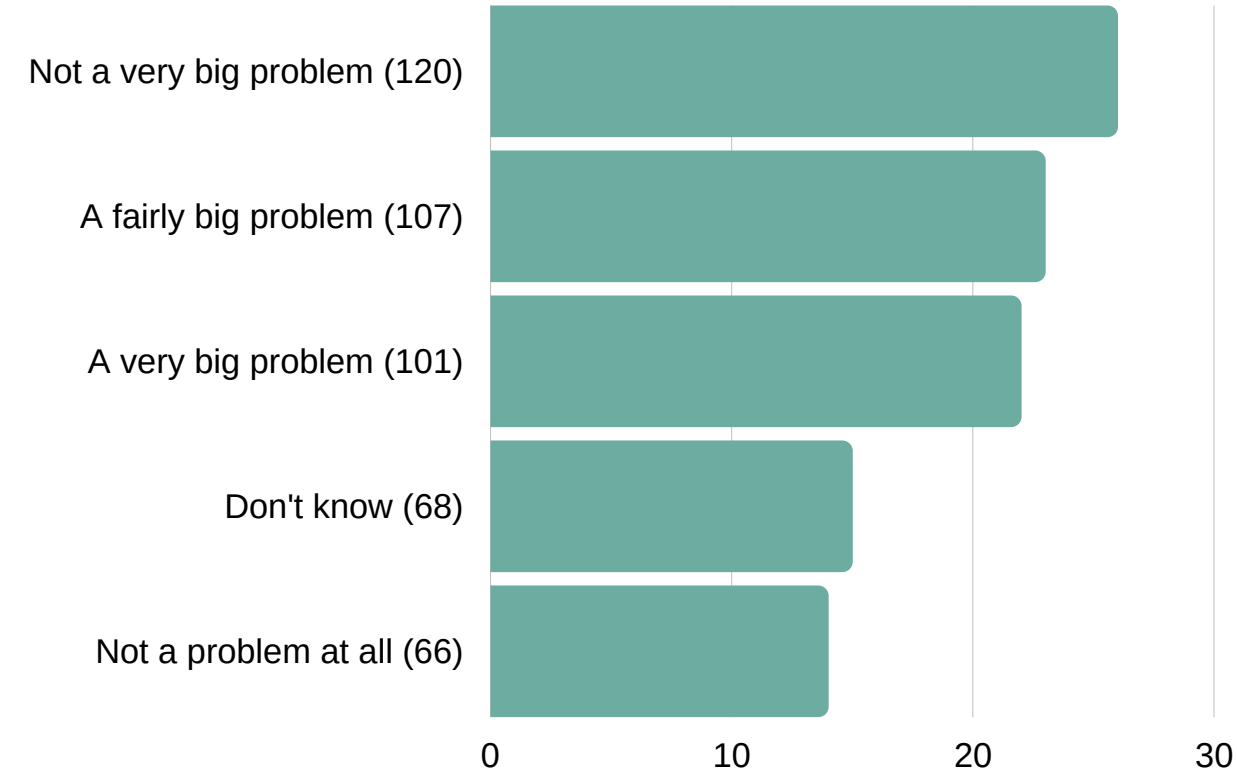
Rubbish or litter lying around



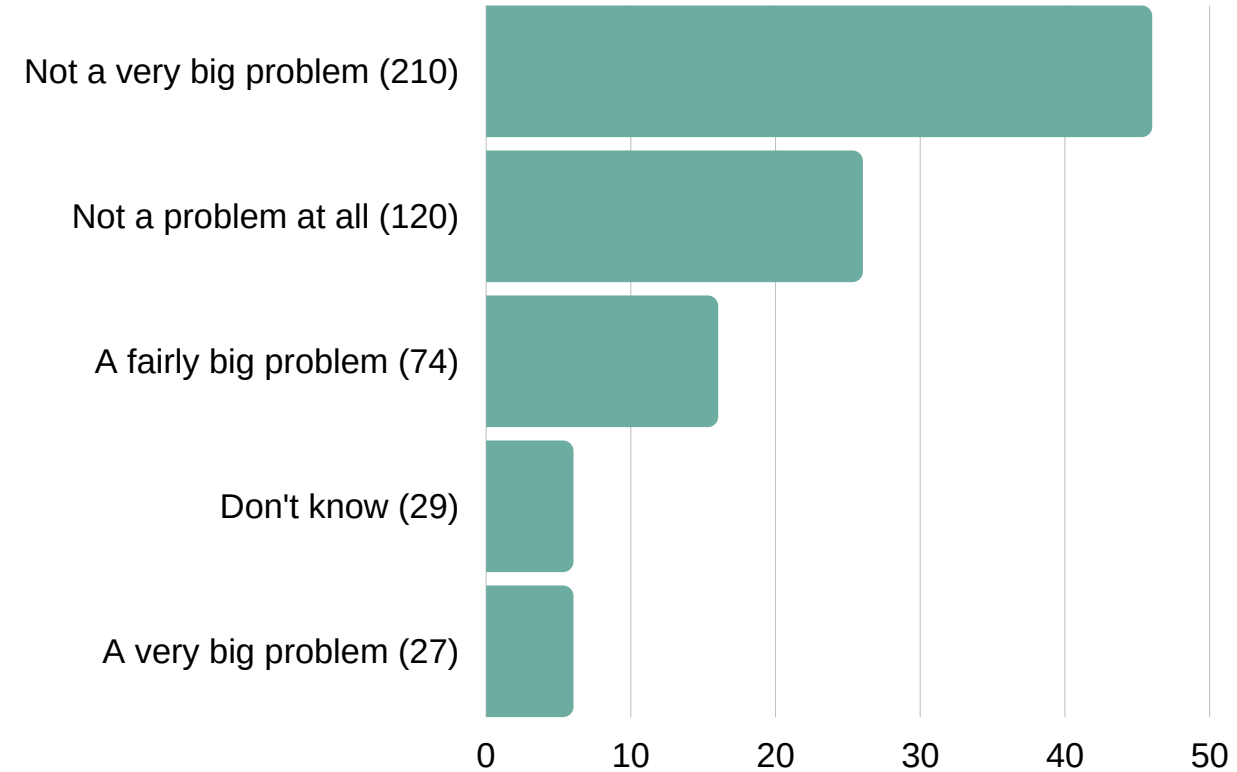
Vandalism, graffiti, damage



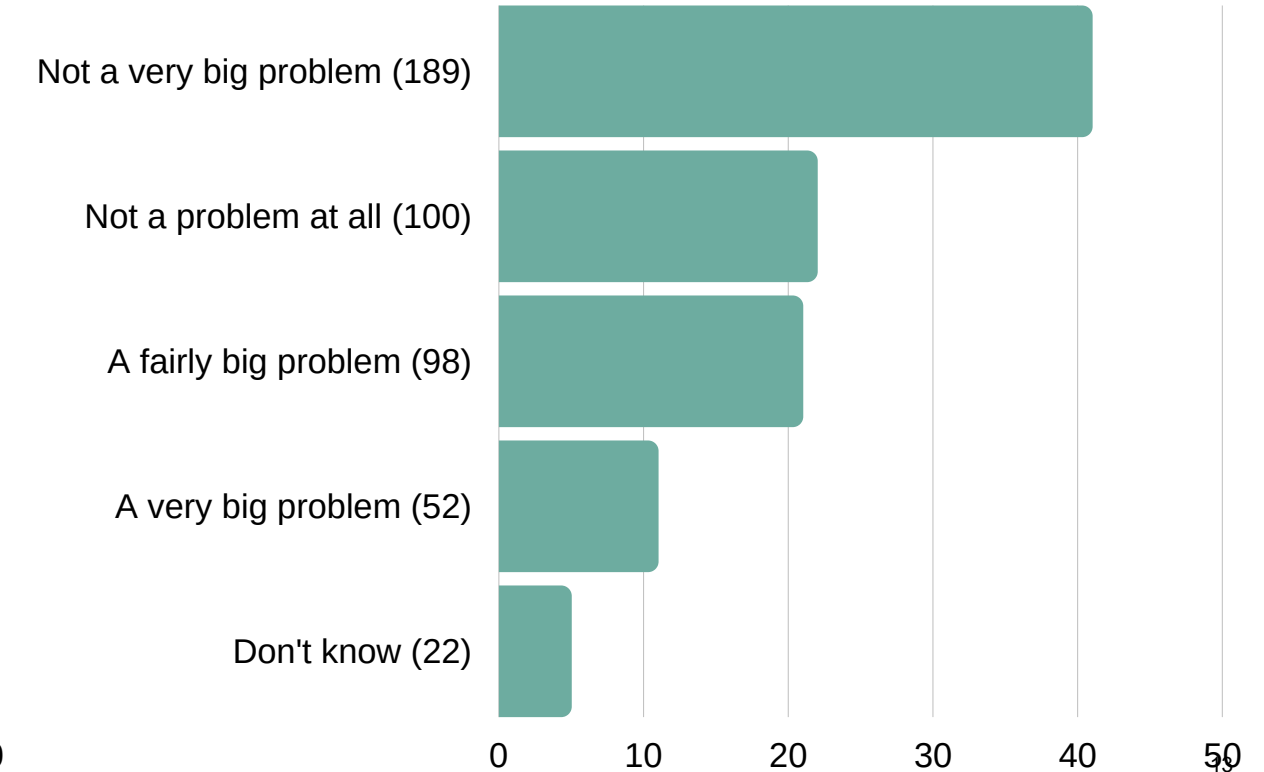
People using or dealing drugs



People being drunk or rowdy in public

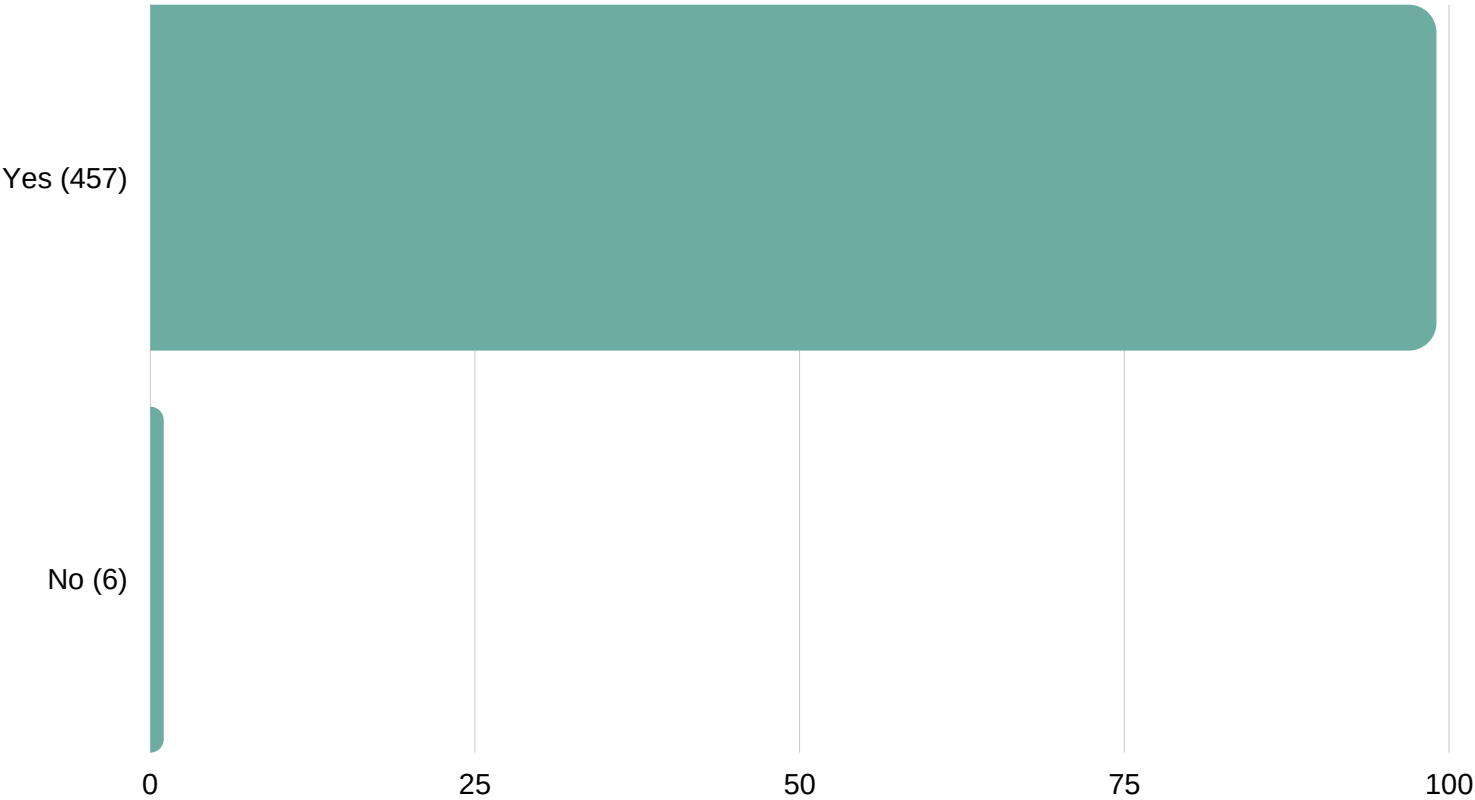


Groups hanging around streets

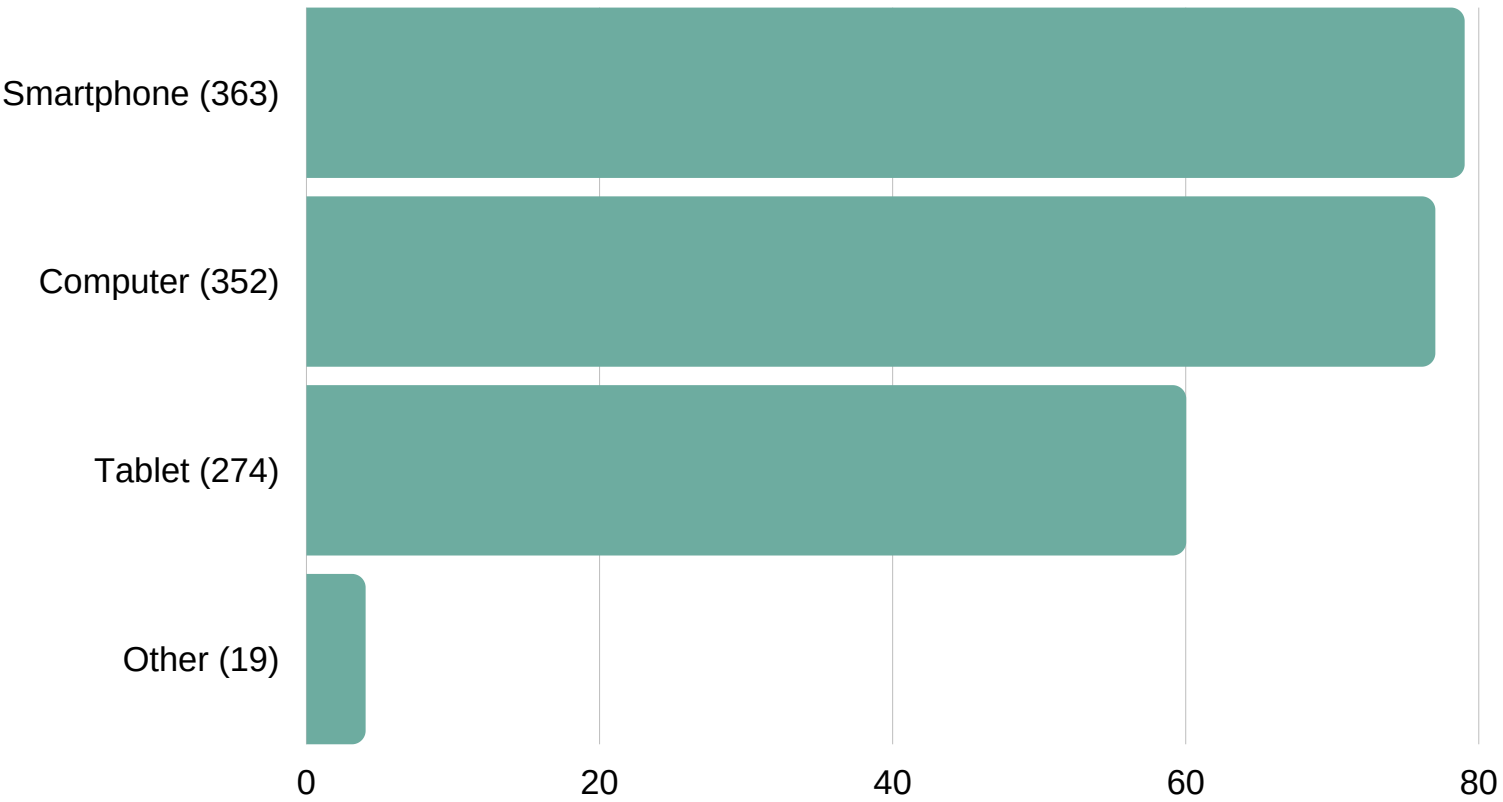


Digital access and internet use

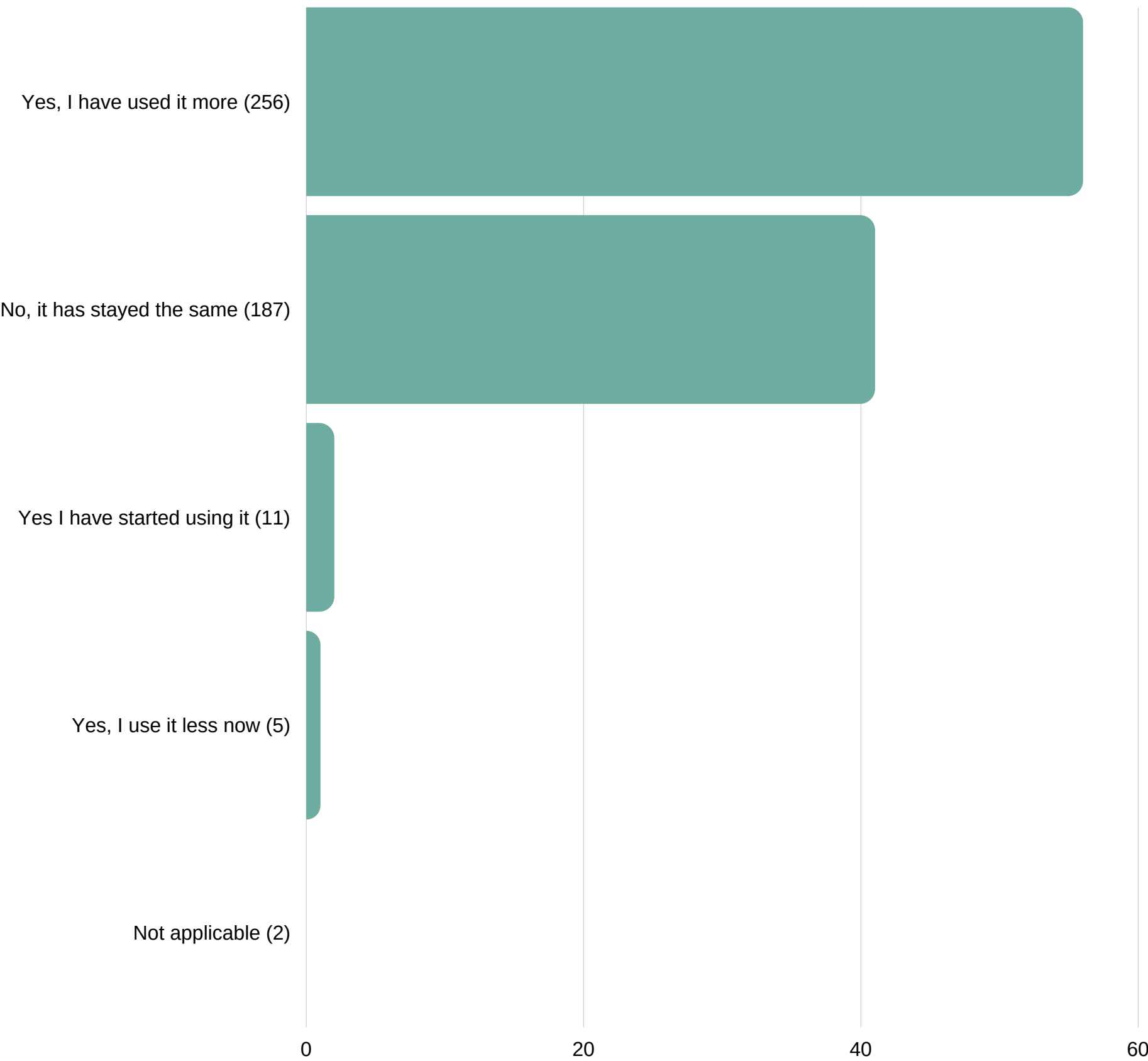
Do you have access to the internet?



How do you access it? (select all that apply)

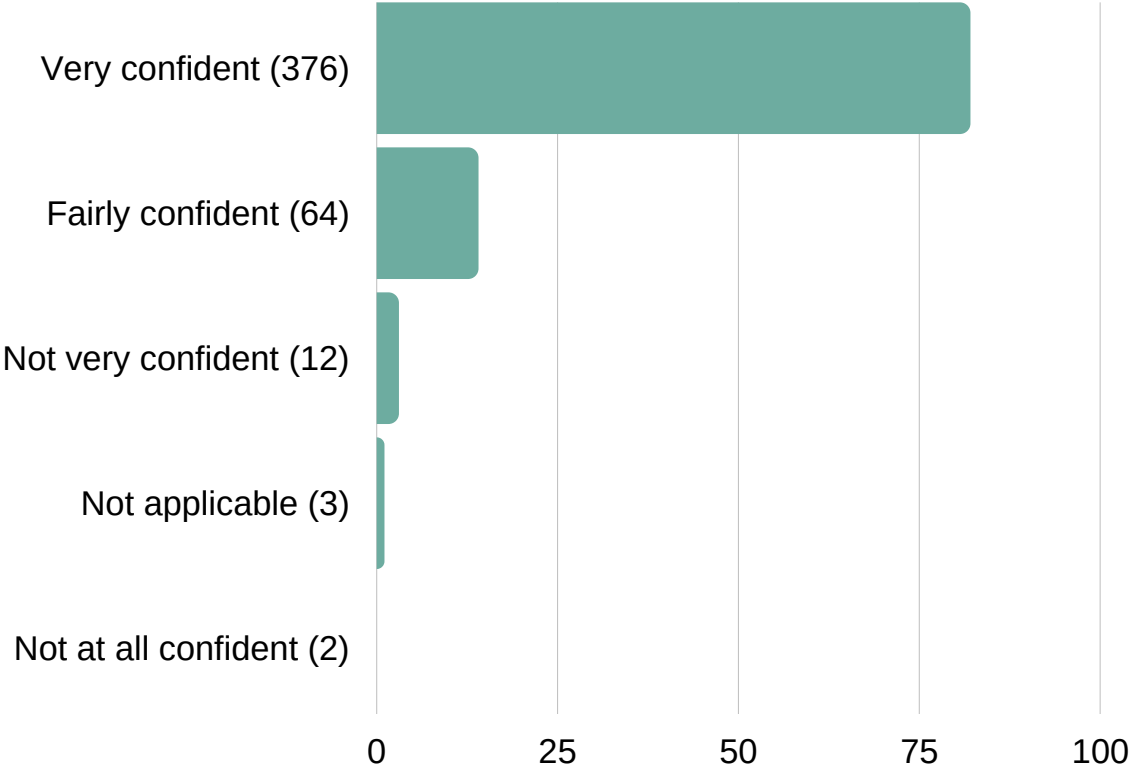


Has your internet use changed since the start of the pandemic?

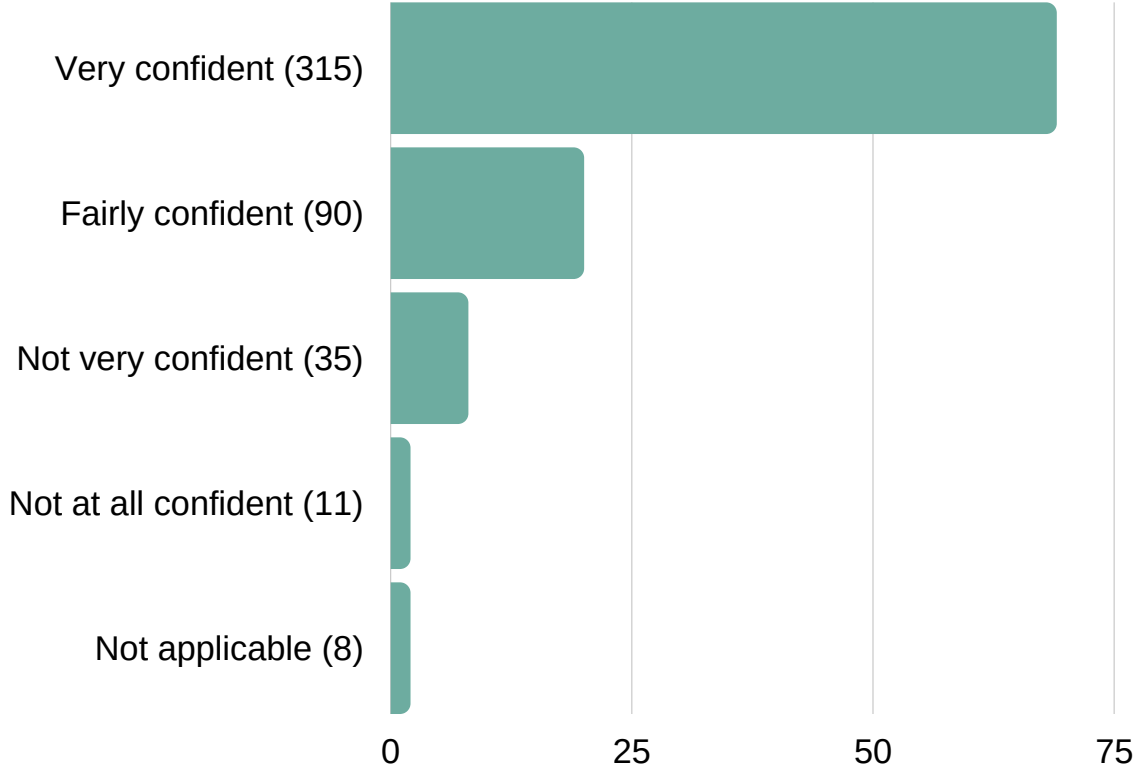


If you use the internet, how confident are you using it for the following?

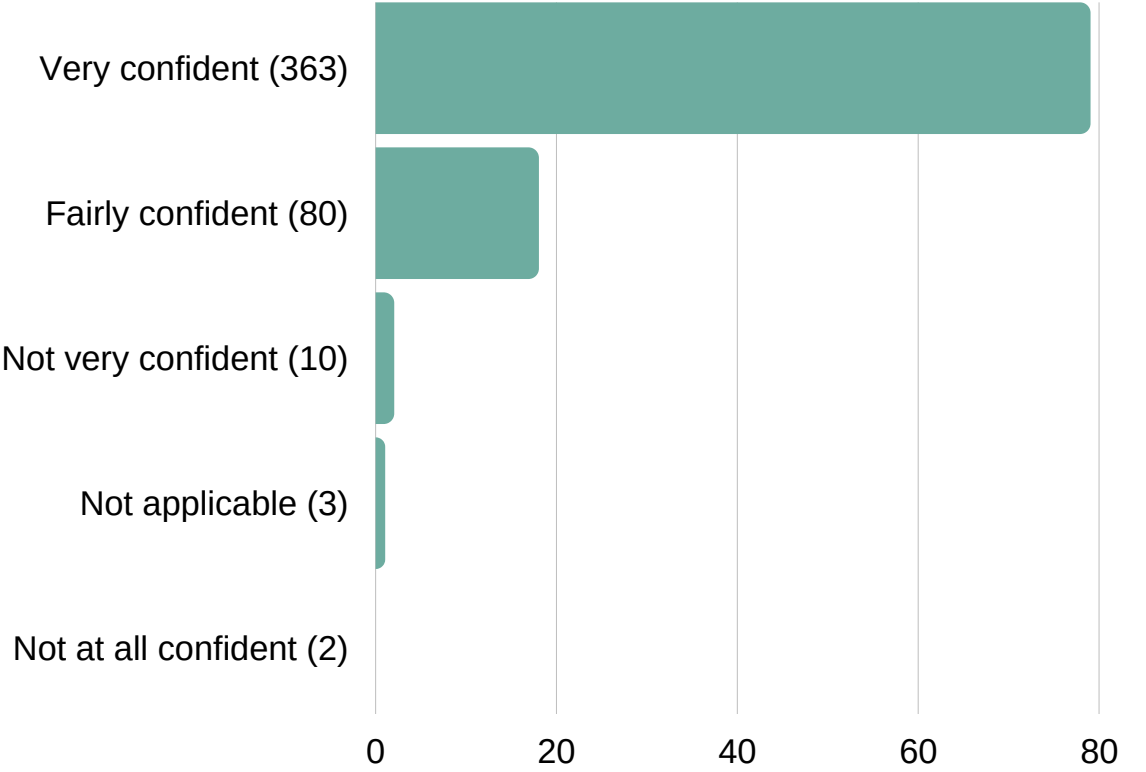
Using a search engine to look for info



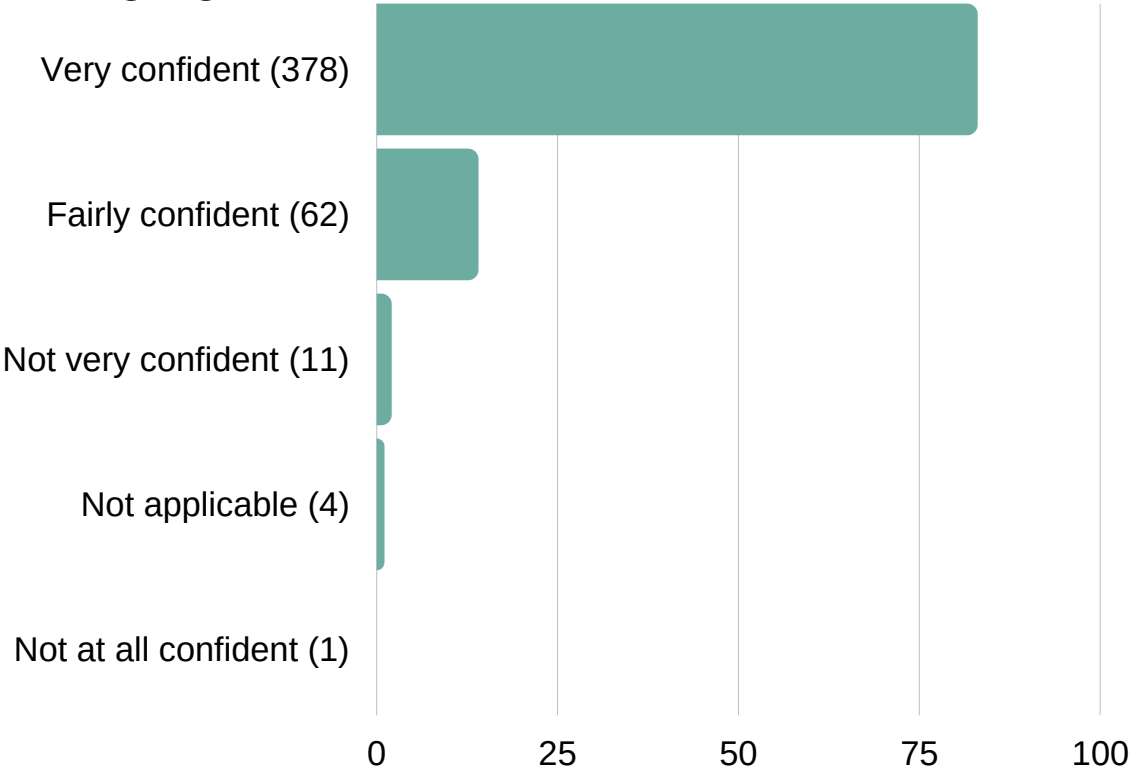
Downloading/saving a photo



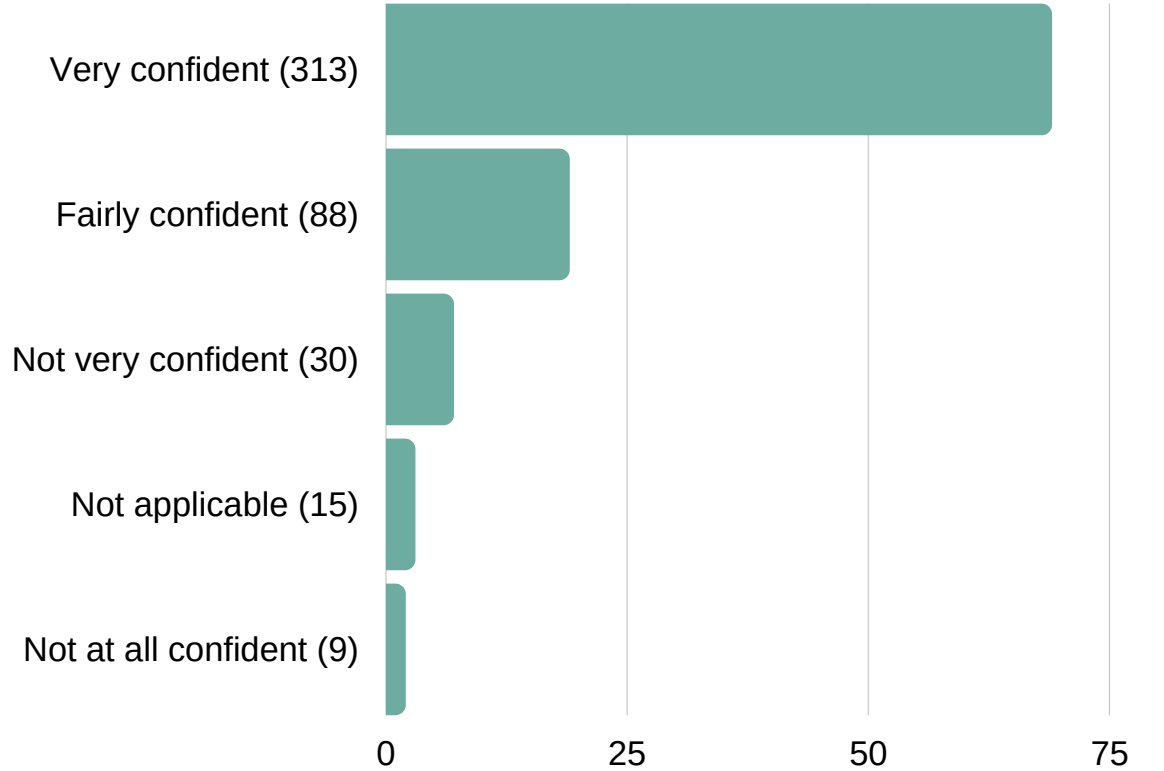
Finding a website you have visited before



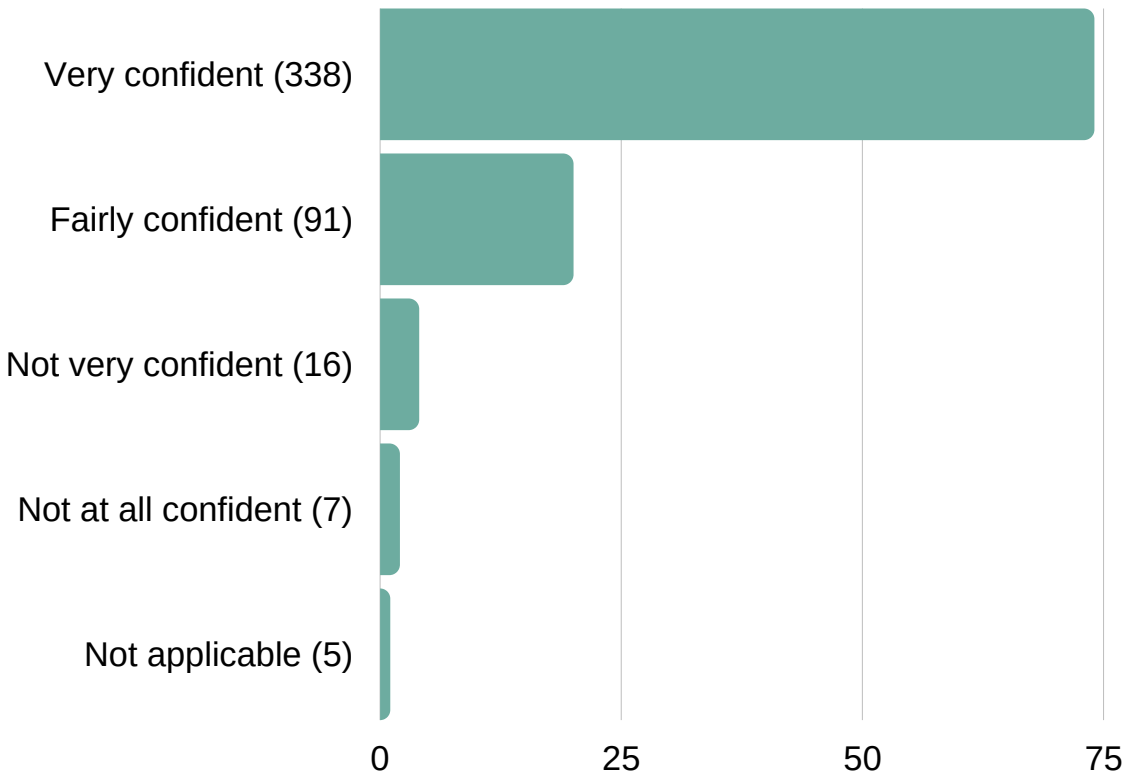
Sending a personal message via email or online messaging



Making comments and sharing info online

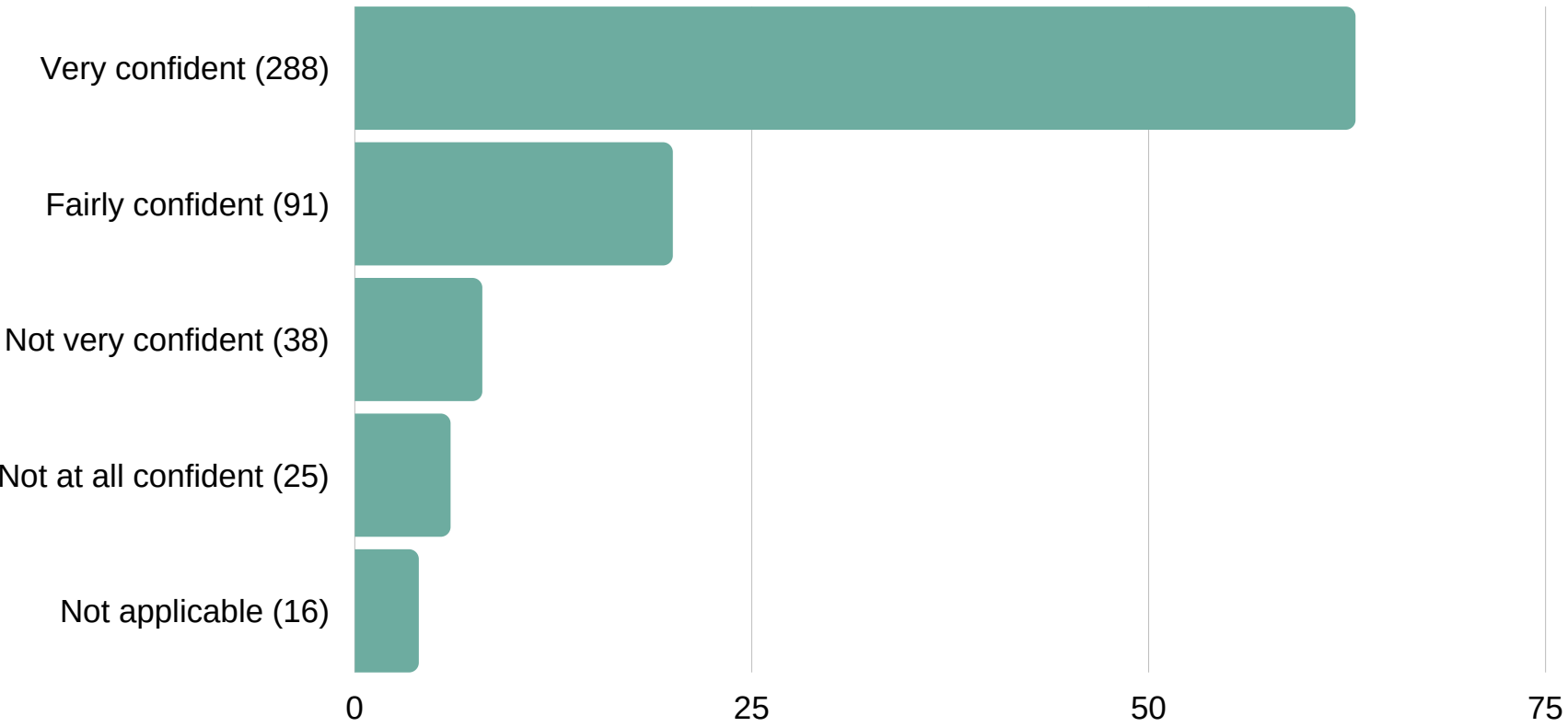


Buying items or services from a website

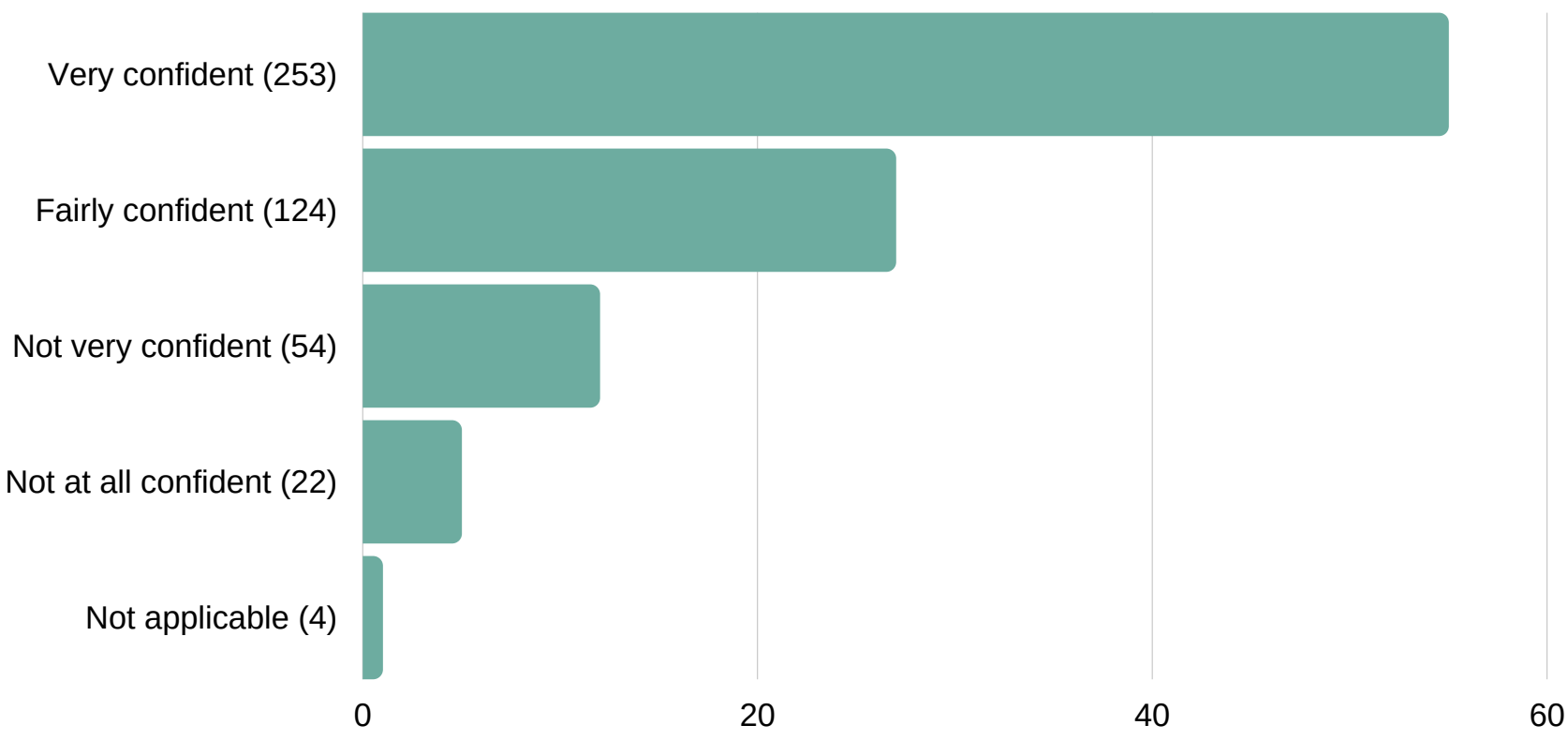


If you use the internet, how confident are you using it for the following?

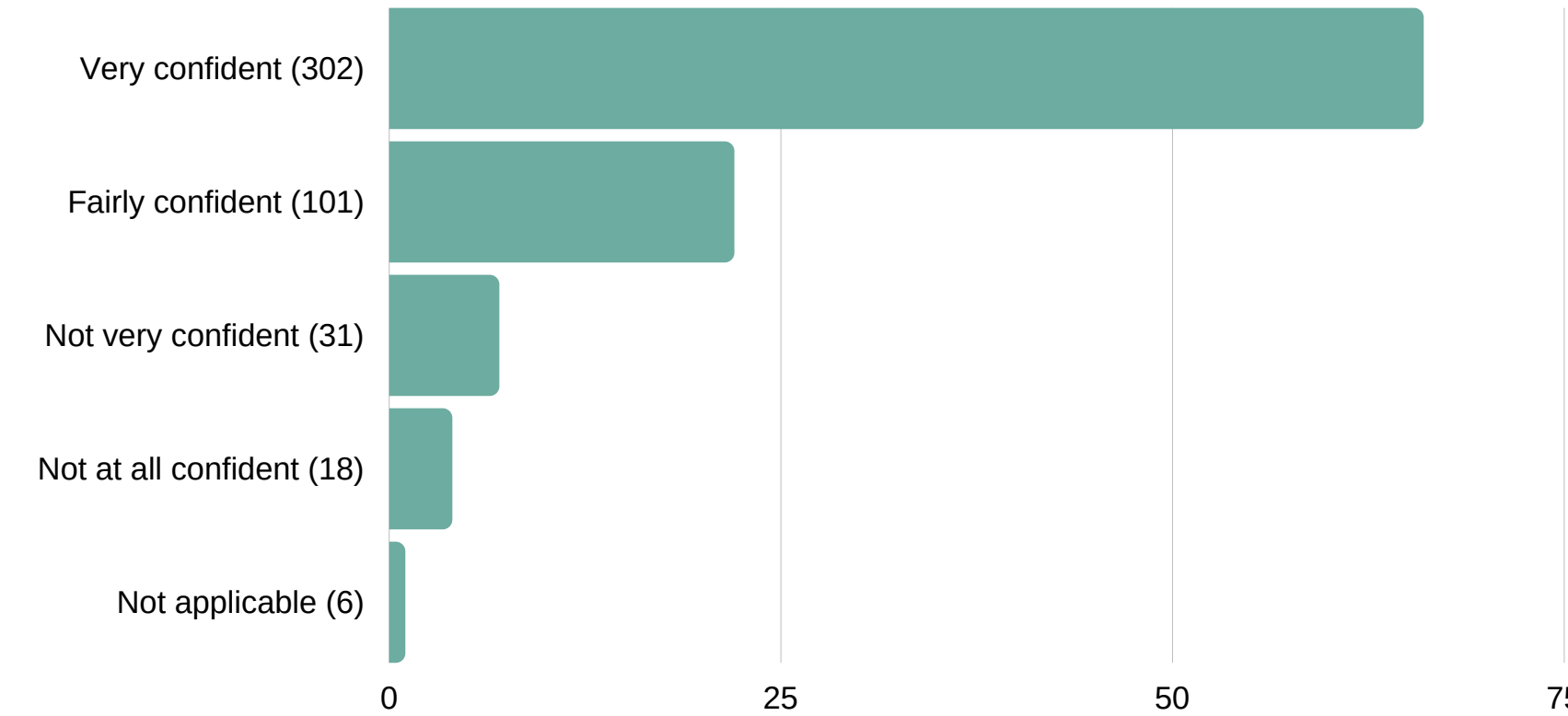
Buying/installing apps on a device



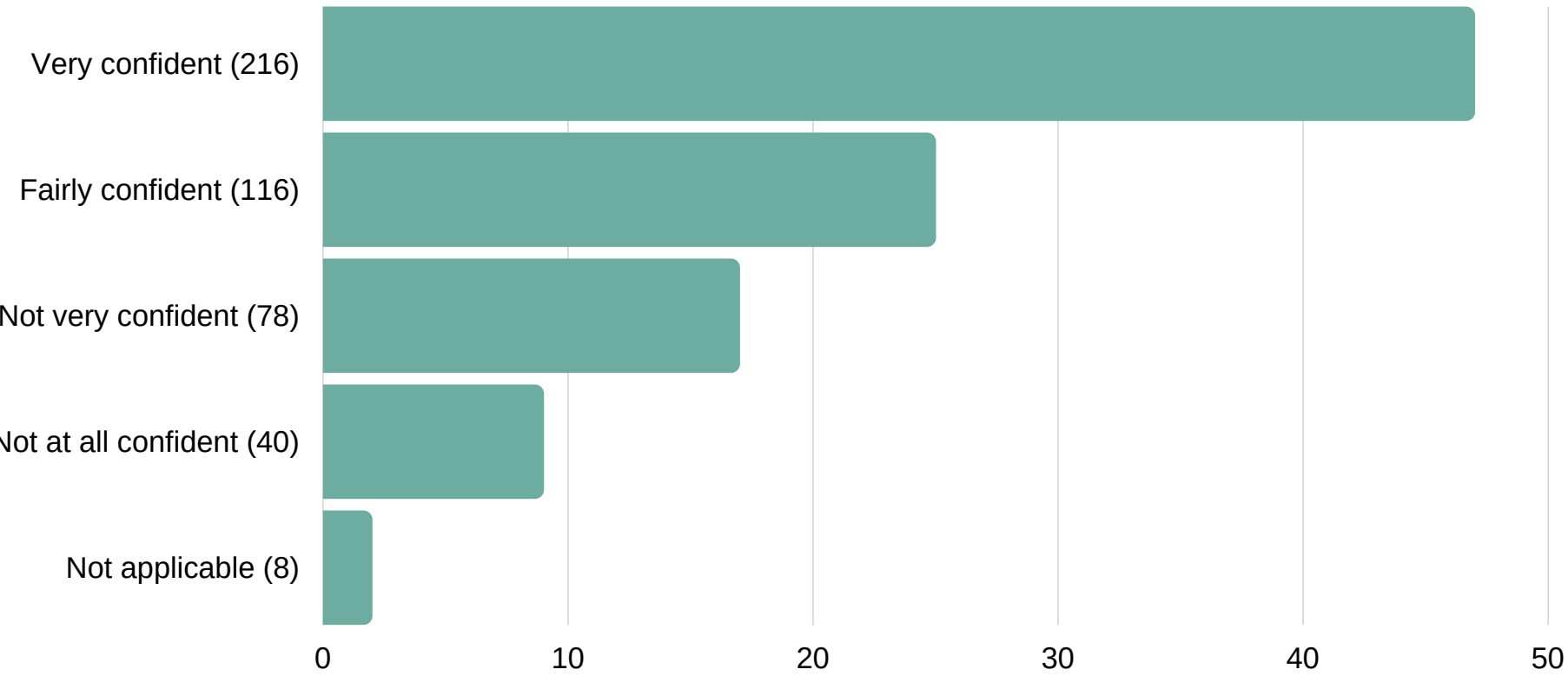
Verifying sources of info found online



Completing online application forms including personal details

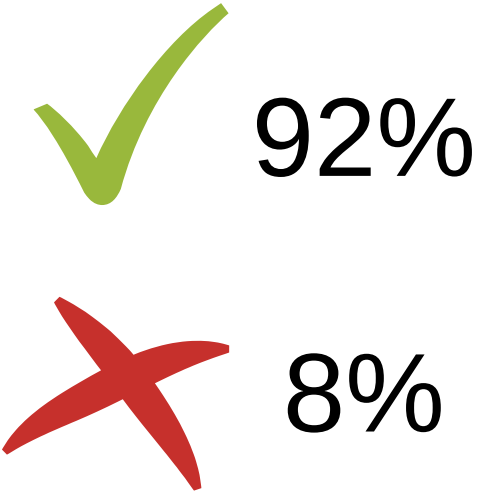


Solving a problem with a device or digital service using online help



TBC hosts and operates a number of websites. Have you ever visited any of these?

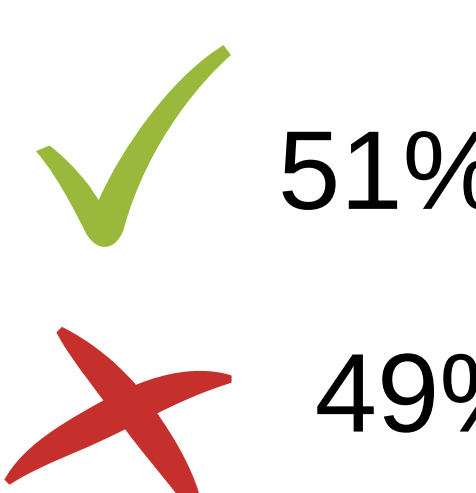
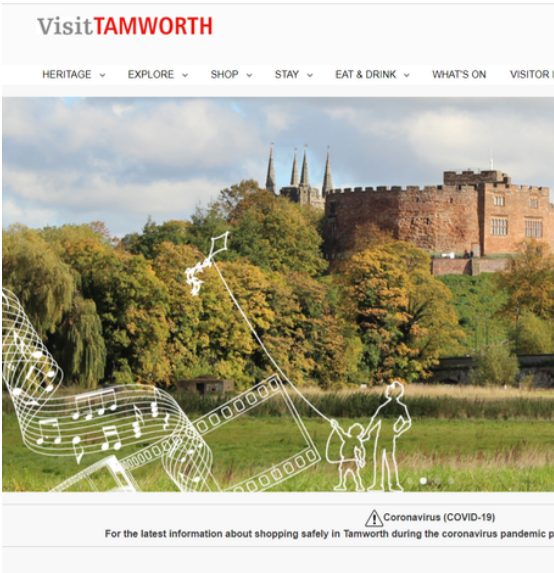
Tamworth Borough Council



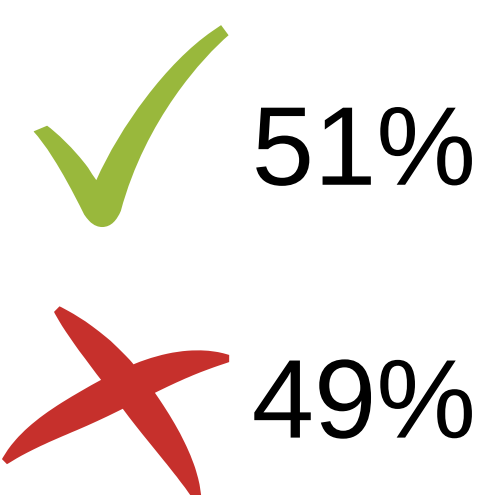
Tamworth Castle



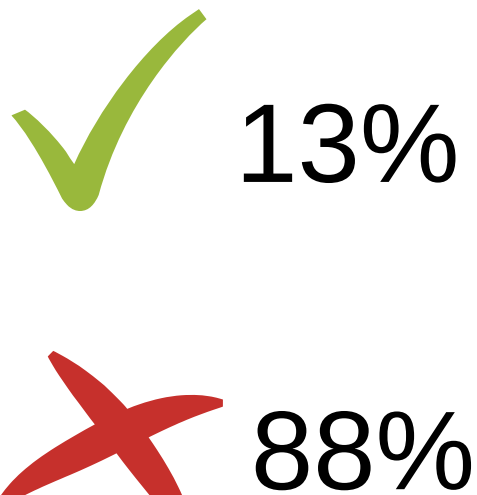
Visit Tamworth



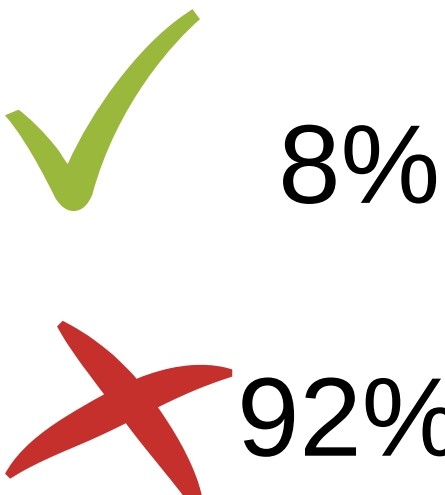
Tamworth Arts & Events



Safer Tamworth

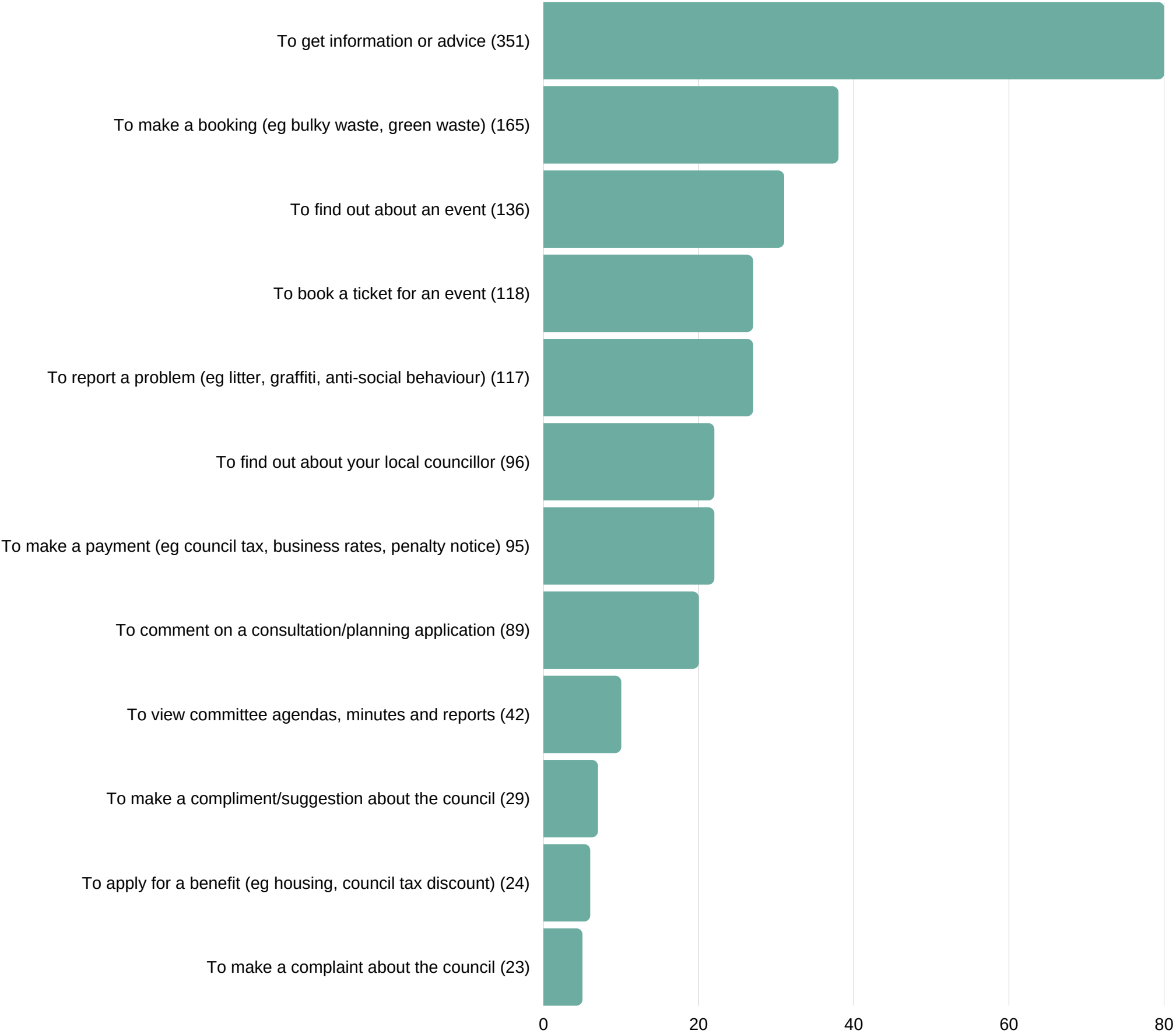


Tamworth Enterprise Centre

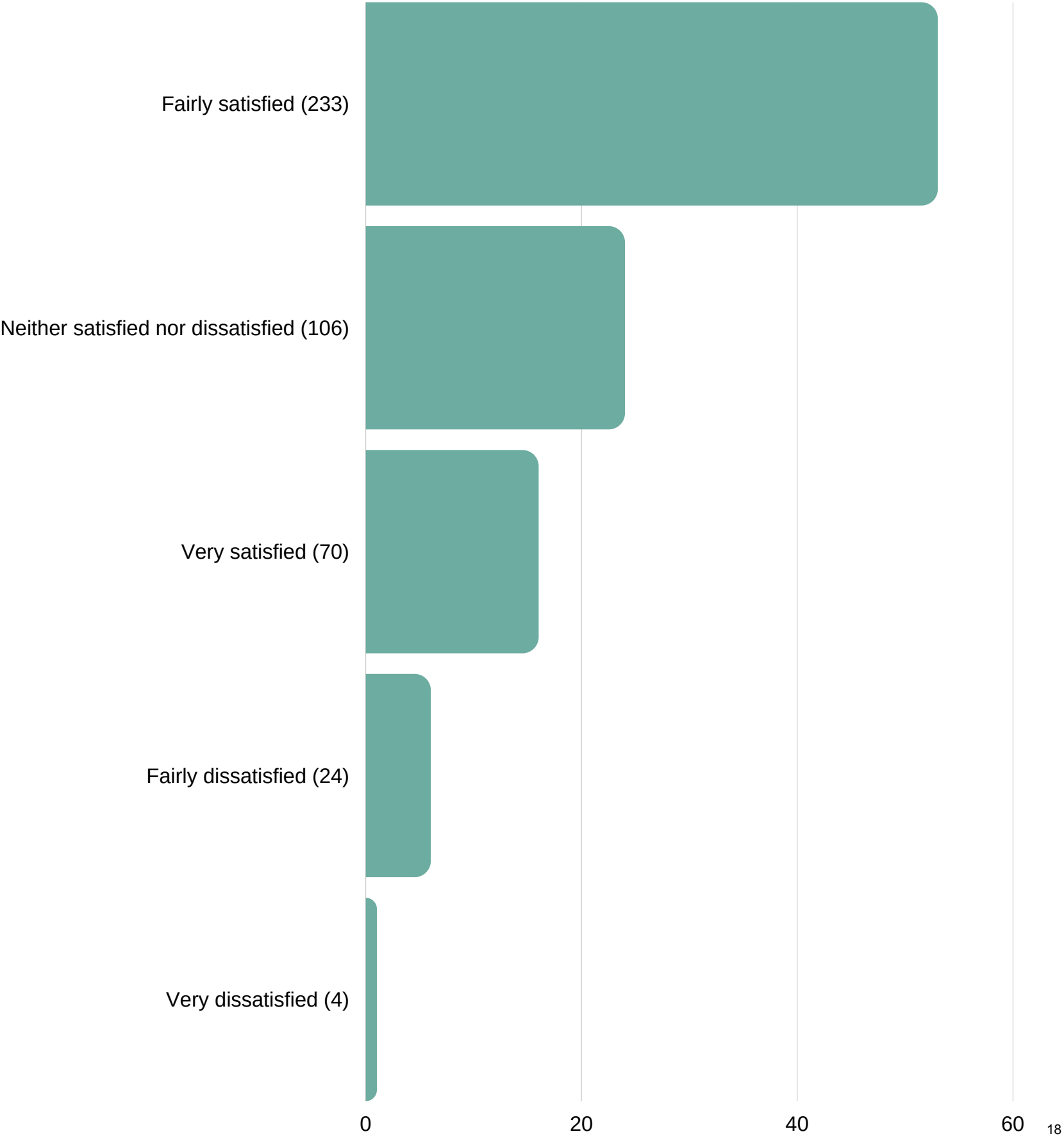


Use of websites continued....

And for which reasons did you visit the website?

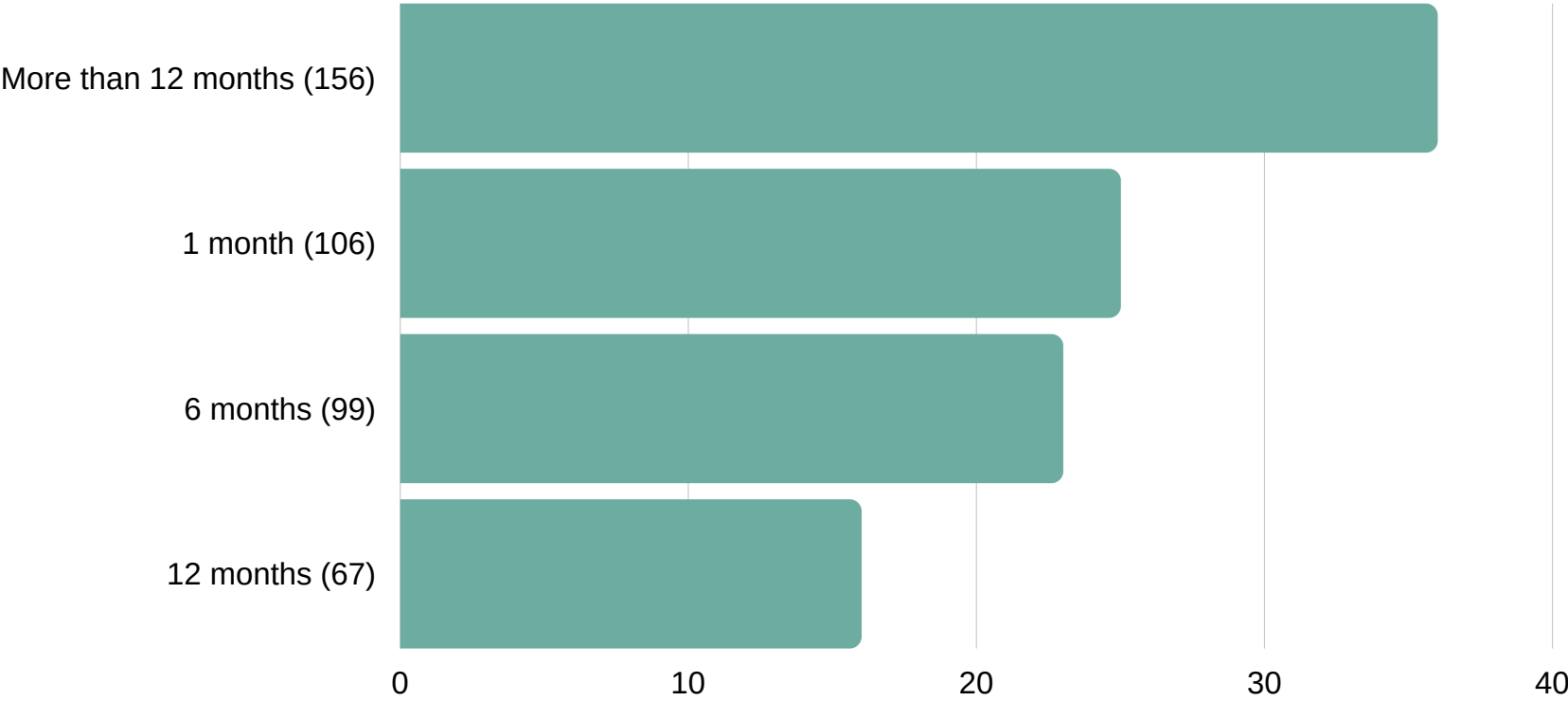


How satisfied or dissatisfied were you with the website overall?

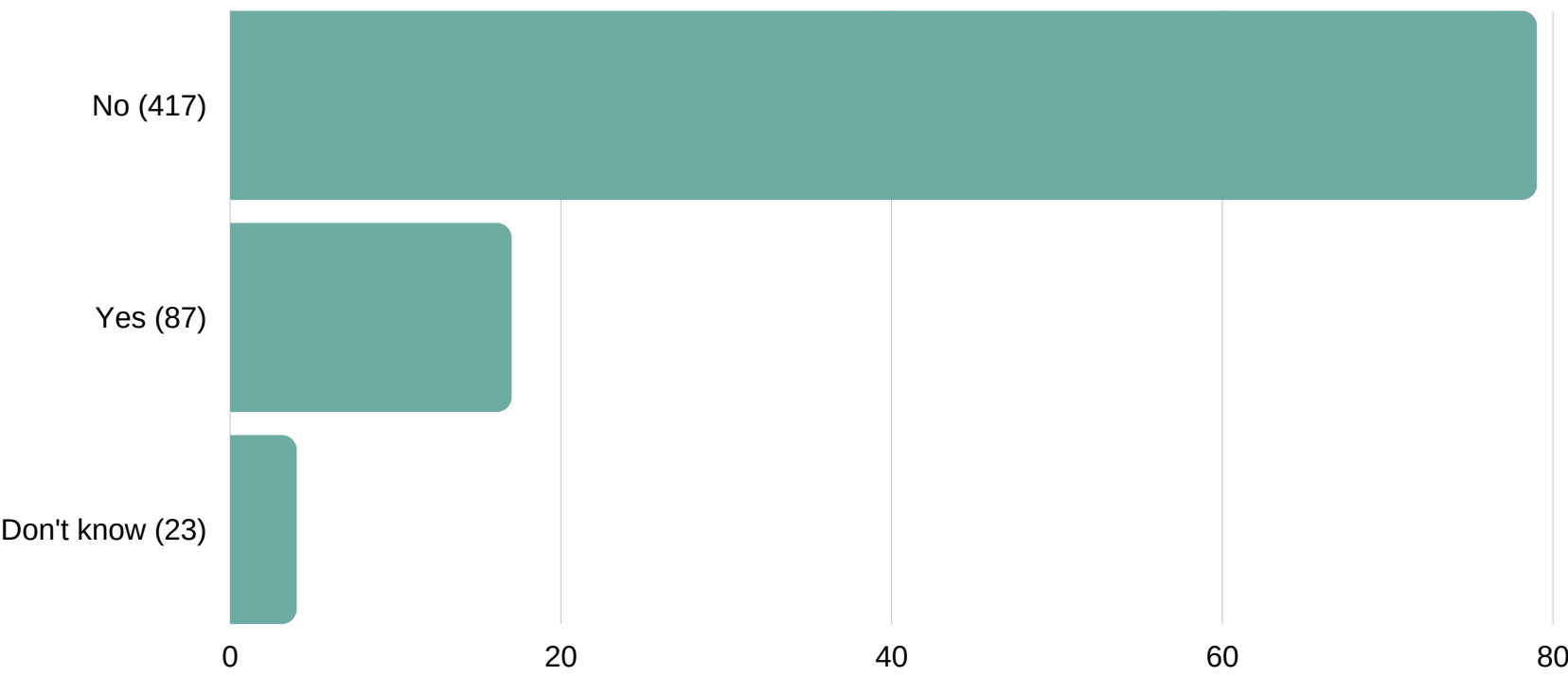


Contacting Tamworth Borough Council

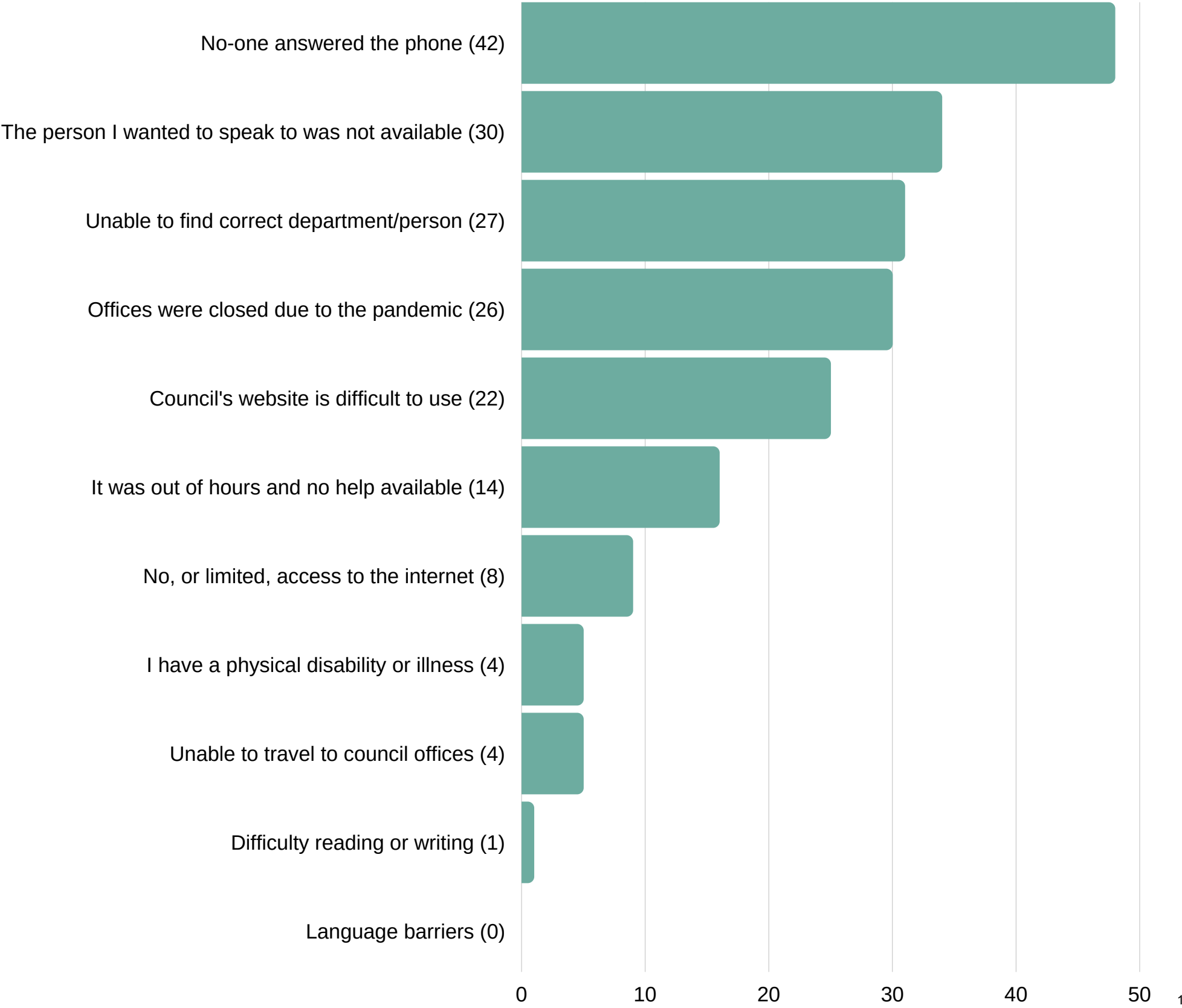
Have you had cause to contact TBC in the last:
(select one that applies)



Have you ever wanted to make contact with the council and not been able to?

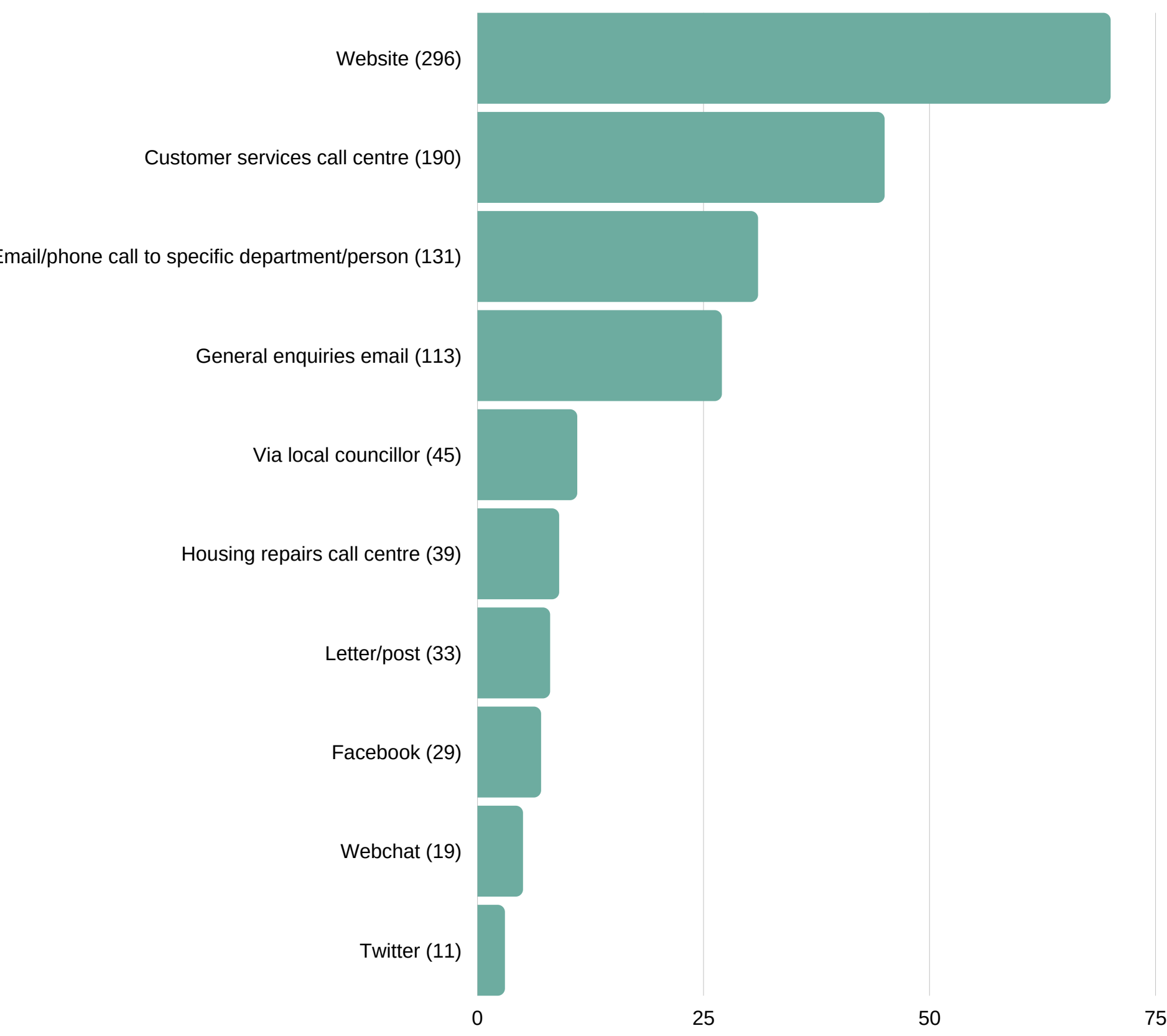


If unable to make contact, for which reasons? Please select all that apply.

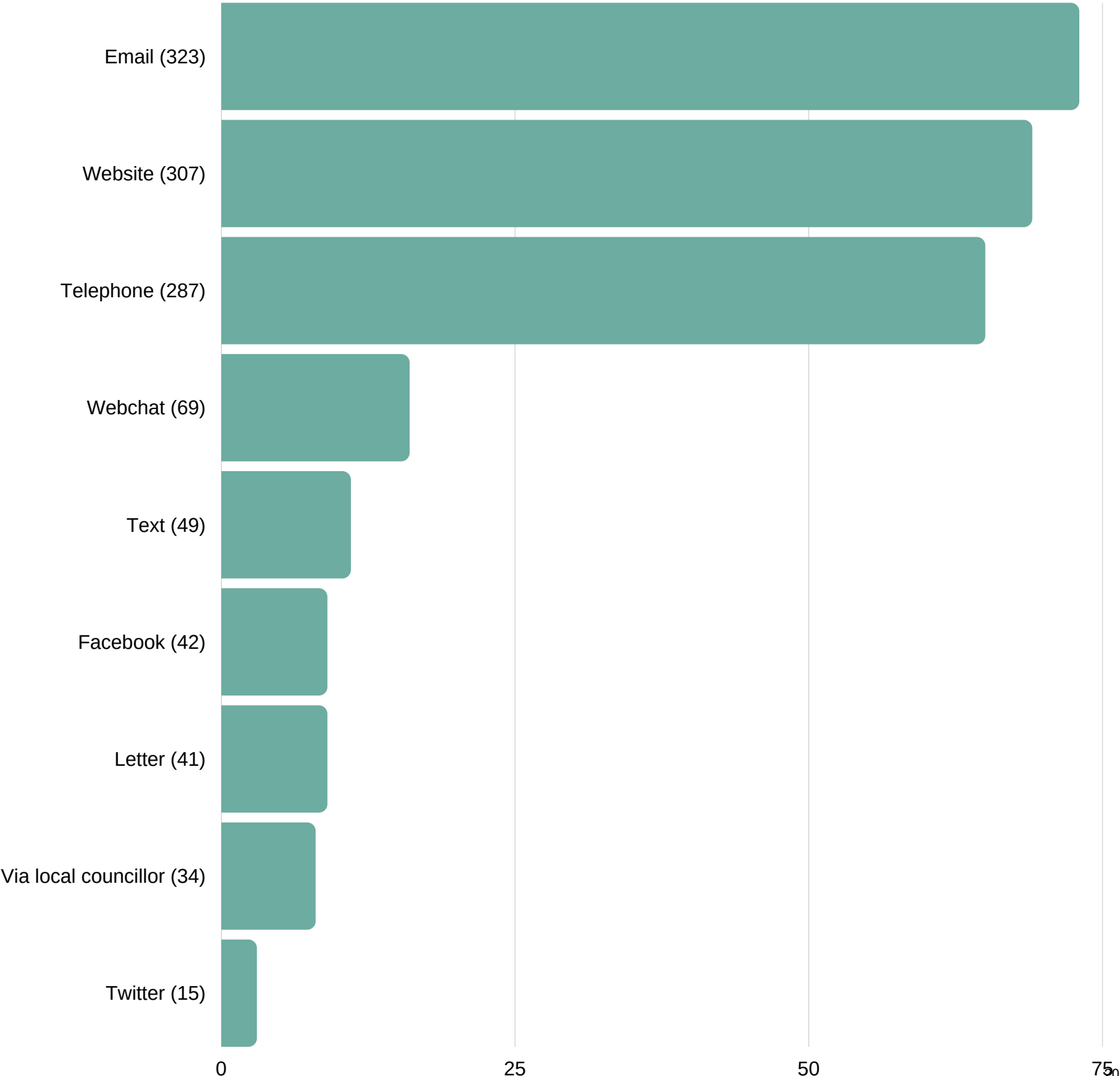


Contacting Tamworth Borough Council continued....

Please select the top three channels you have used to contact TBC in the past

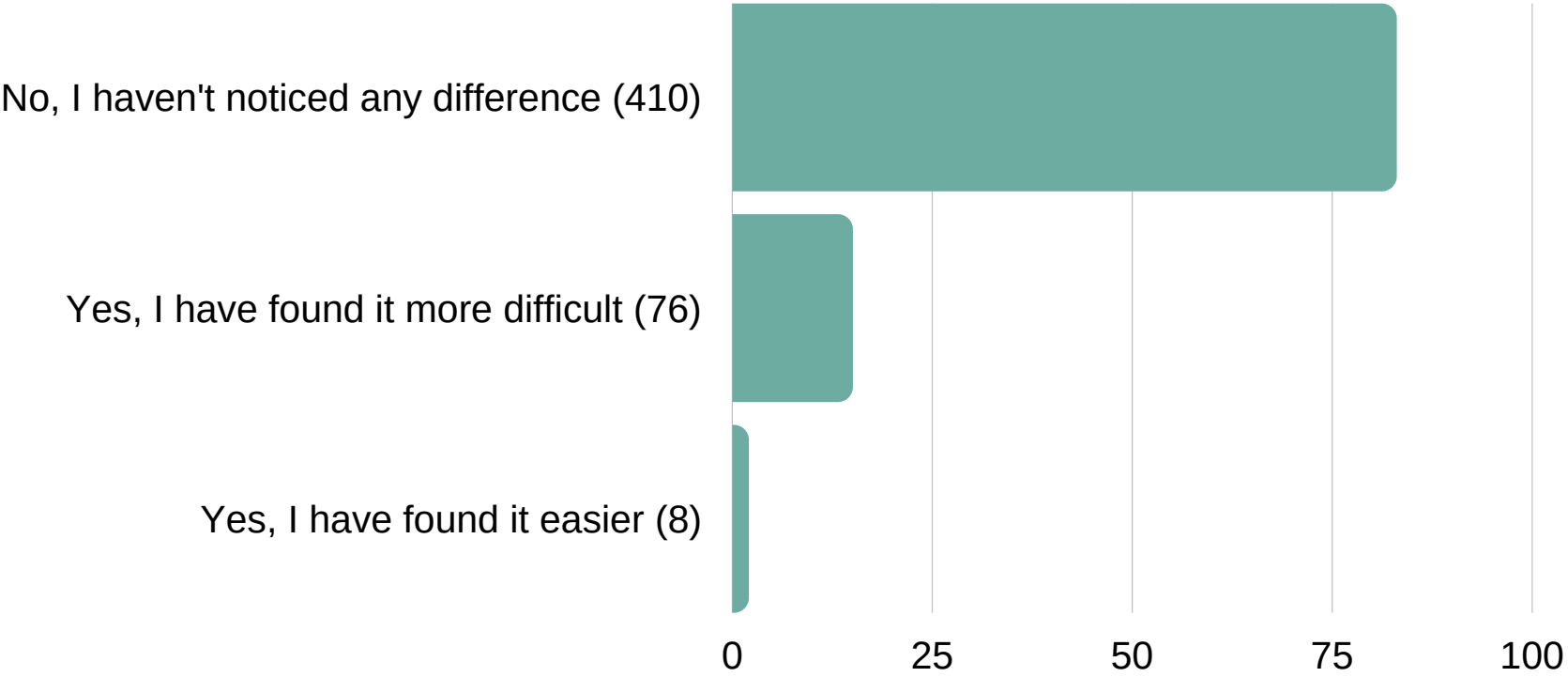


Please select your top three preferred methods for contacting TBC

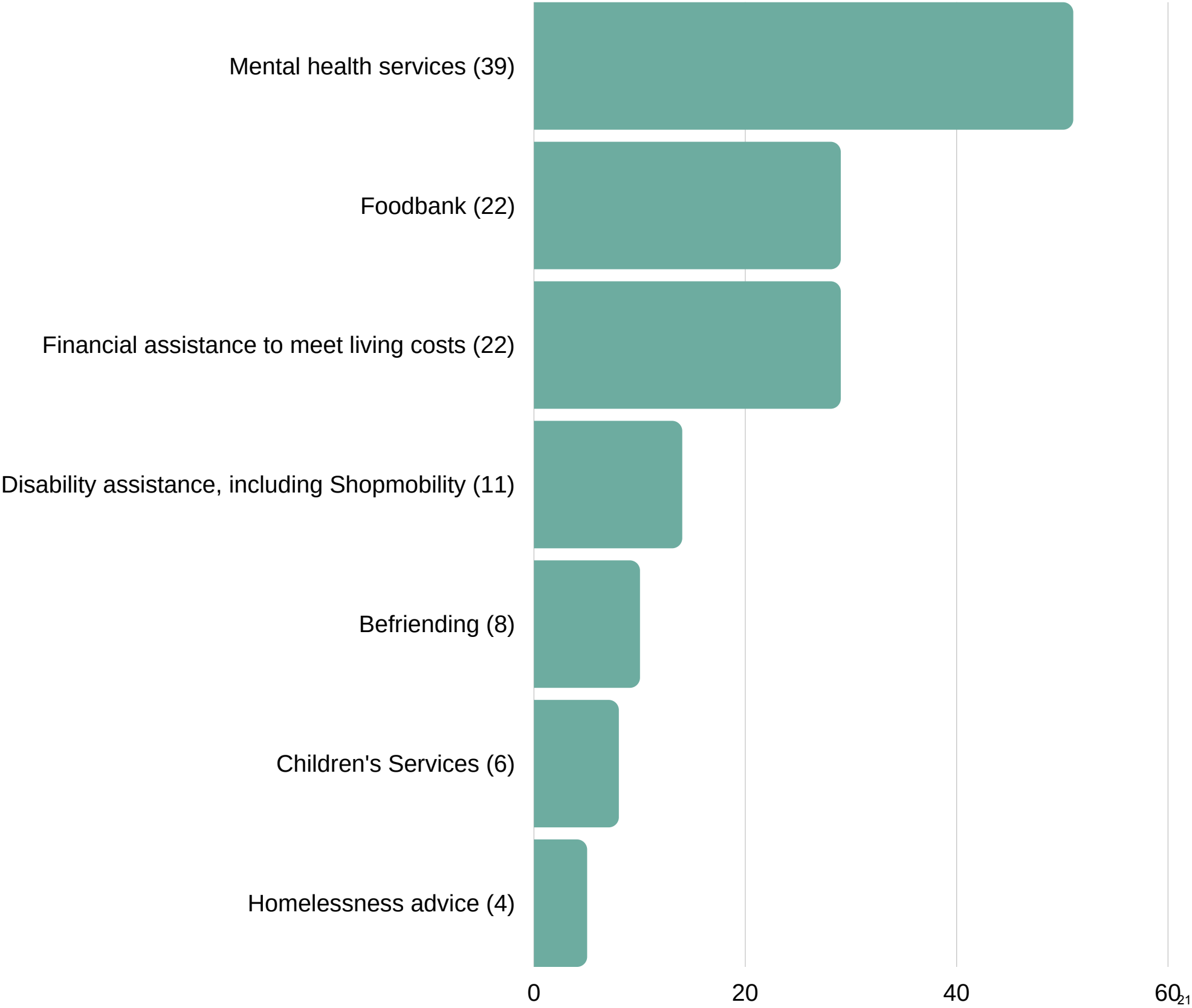


Contacting Tamworth Borough Council continued....

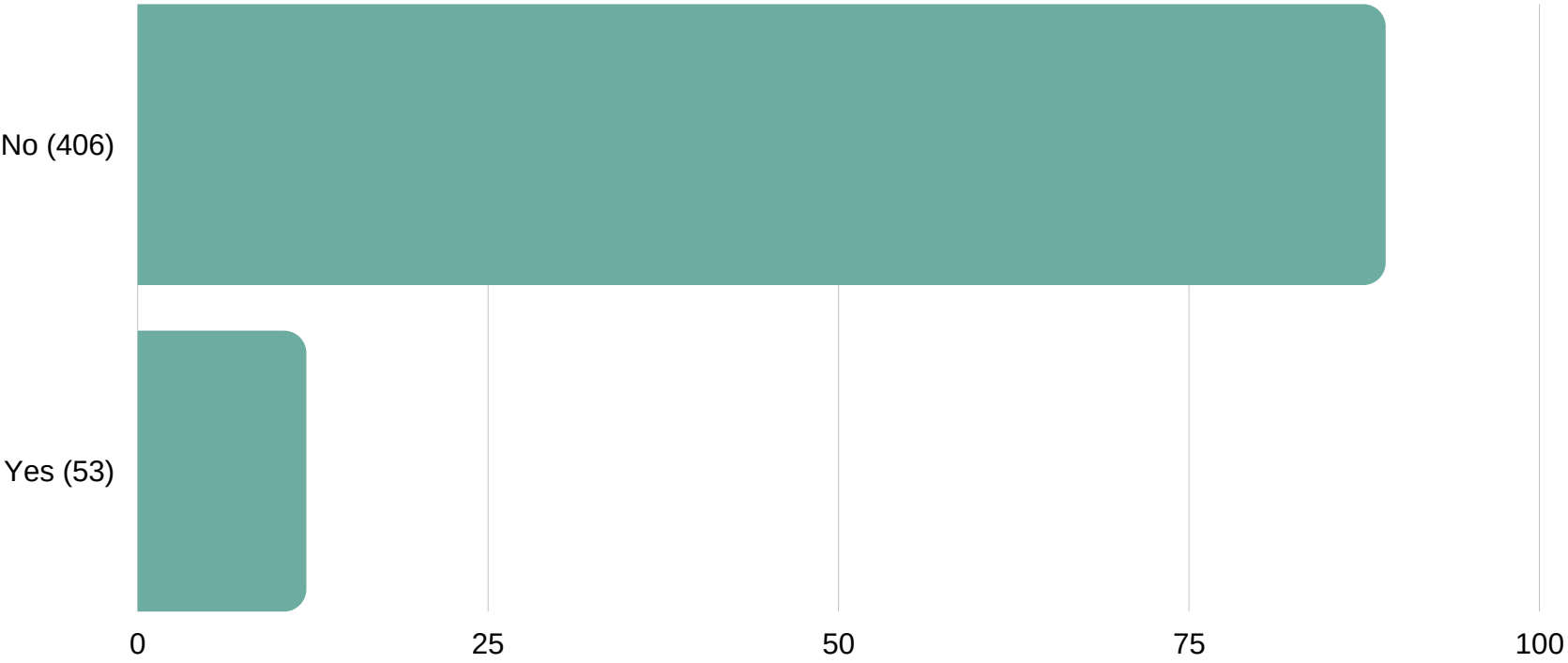
Has your ability to contact the council changed since the pandemic, for example due to offices closure?



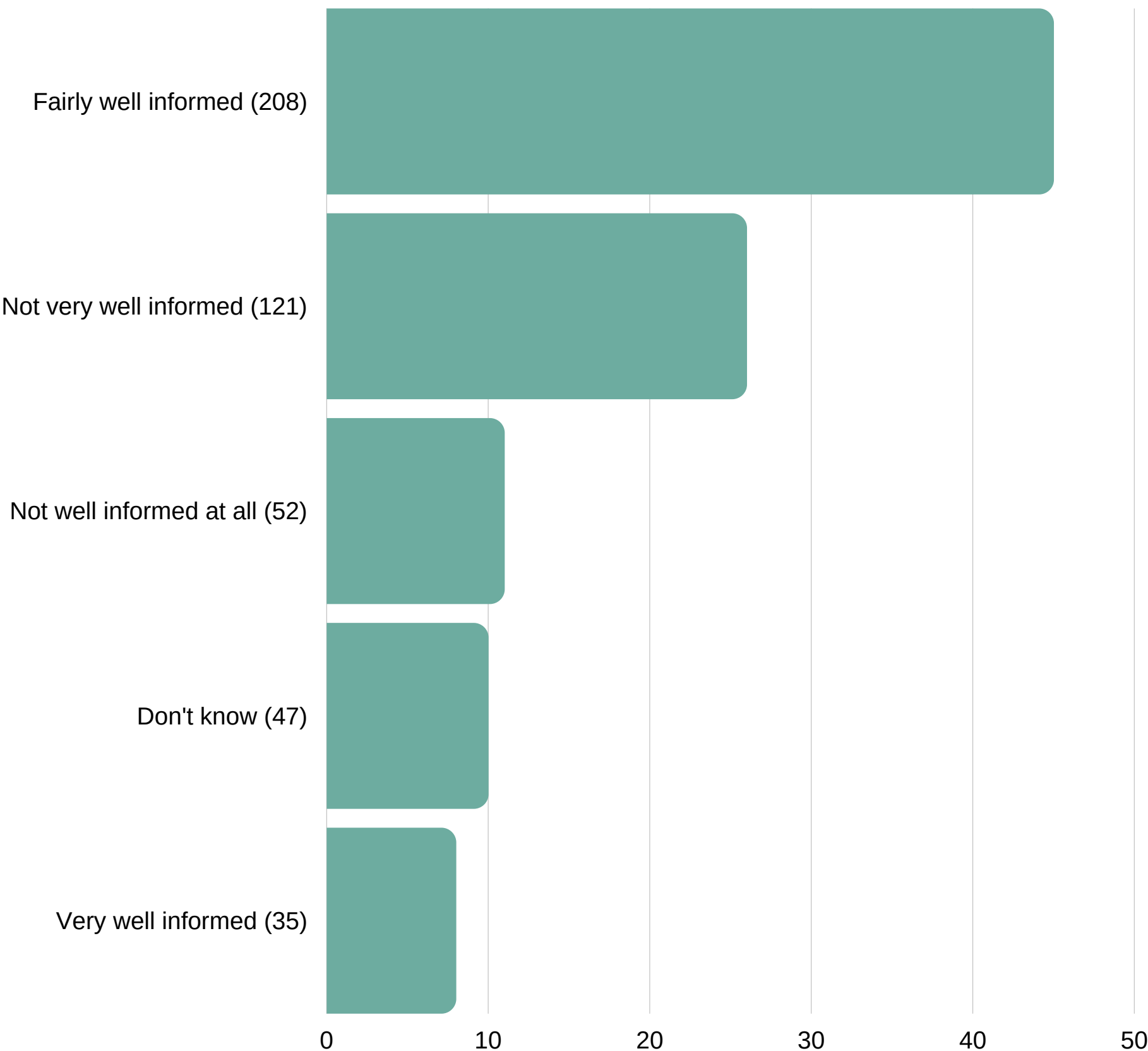
In the last 12 months, have you needed to access any support services? (Please select all that apply)



Have you been unable to get an issue resolved/access help you need due to the reception closure at Marmion House?



Overall, how well informed do you think TBC keeps residents about the services and benefits it provides?



“

I get a lot of information from the council Facebook, but most residents don't think to follow the council on there

TBC rely on internet, mobiles and social media, there are a lot of older residents who do not have these.

Use of Twitter is very good

I believe the council should work alongside the town more, canvassing younger opinions, business etc

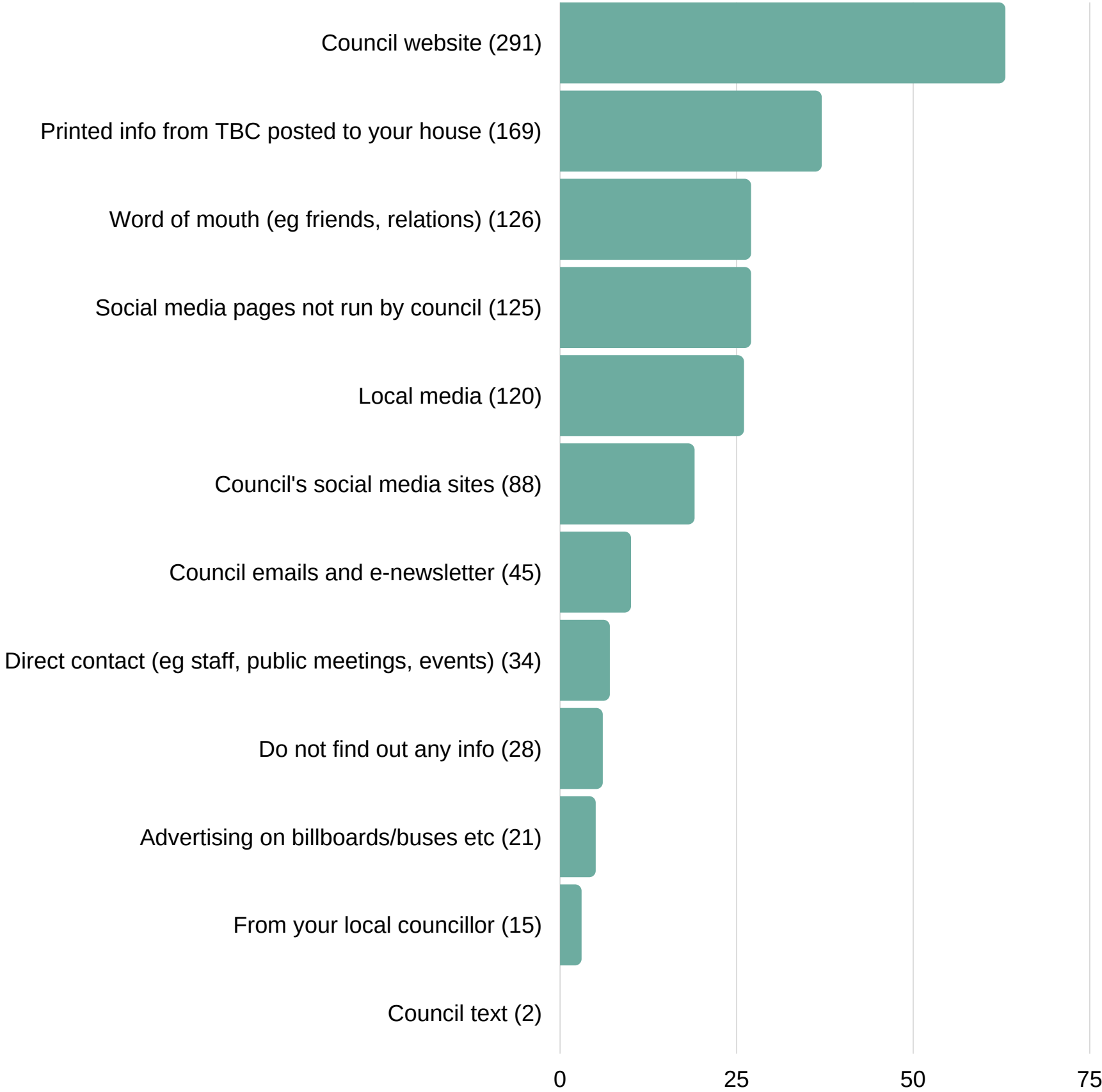
I think you should publish a residents' magazine to be made available to all residents and businesses

Hardly ever see any communications from the council. Twice a year with council tax details and green bin fee.

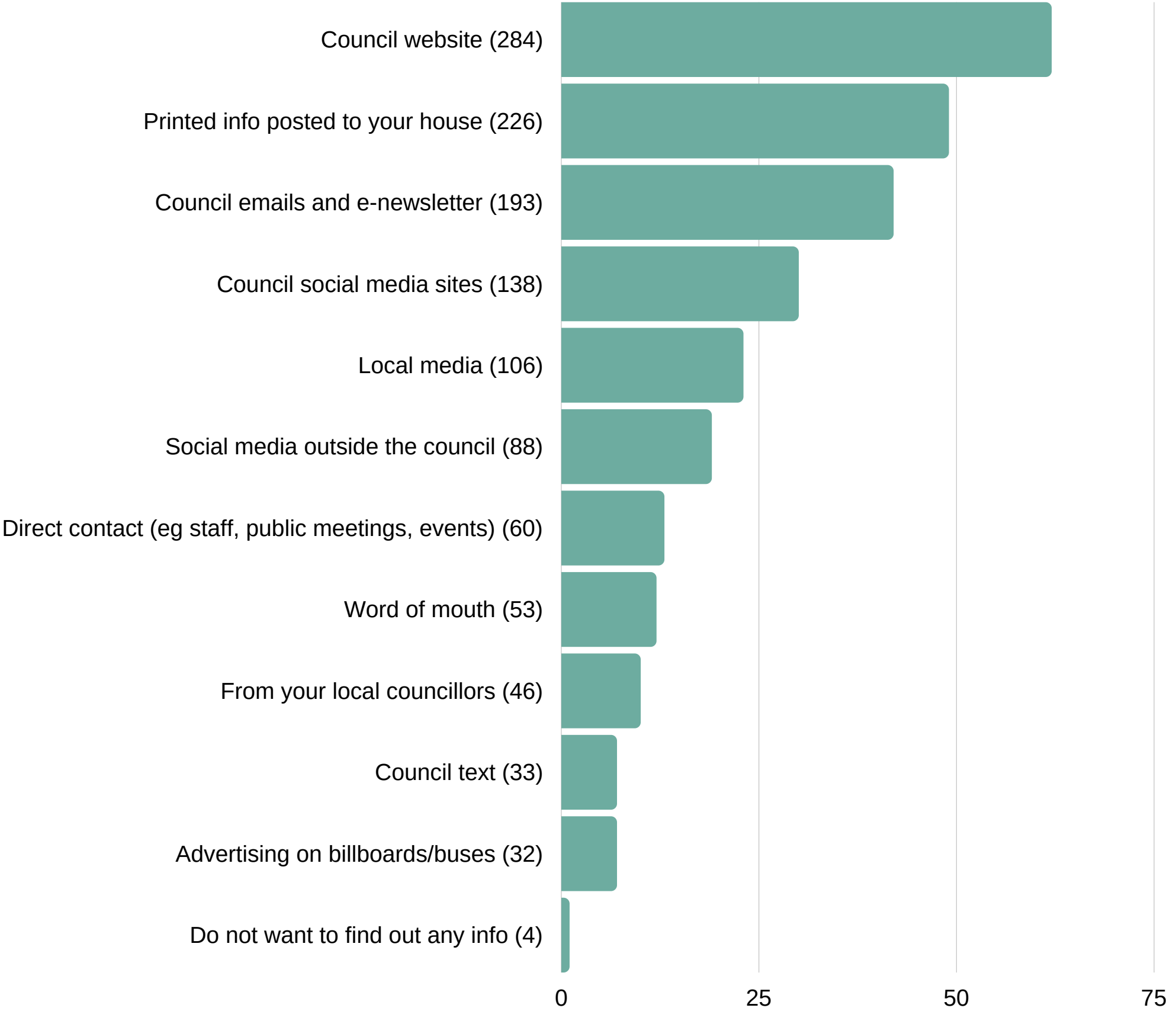
I'm all for removing paper-based contact and replacing with digital communications

”

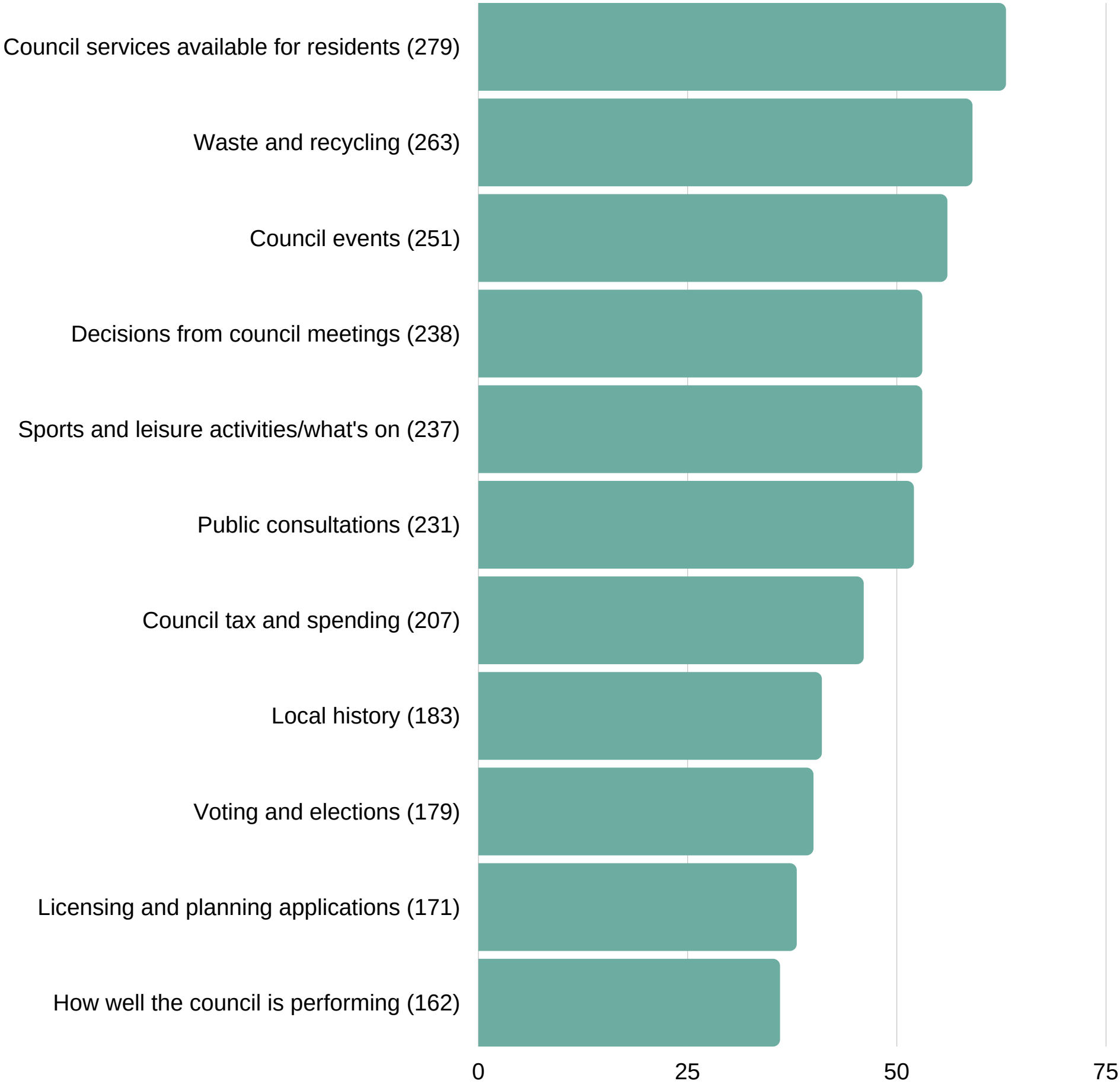
How do you currently find out about TBC and the services it provides? (Select all that apply)



Please select your top three choices for receiving info about TBC and the services it provides, in future



What would you most like to receive information about?



“

Notifications of road closures due to maintenance to avoid extra traffic

Plans for the town

Successes and positive news stories

I would urge the council to engage with the Next Door social media site

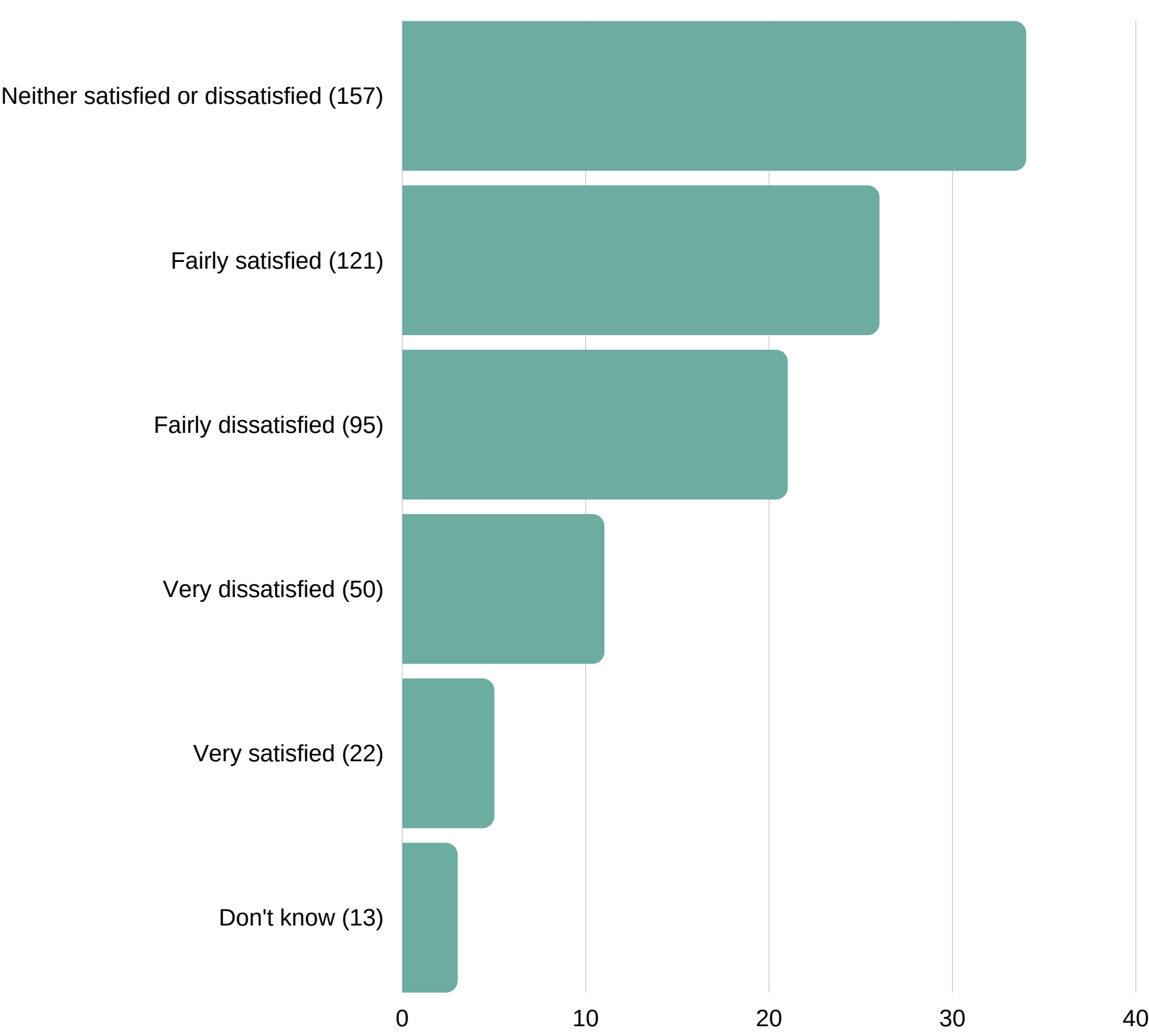
Like to know about what's going on and how the council is performing

All information is good information, whether appreciated or not

All transparent and all the latest news. Like a Mailchimp style newsletter you can subscribe to - one for residents, one for businesses

”

Overall, how satisfied or dissatisfied are you with the level of engagement TBC offers to residents? (giving info, asking for views and decision-making)



“

When asking for comments, eg this survey, make the results freely available

Can only work if the residents can be bothered, which most of them aren't

Have local meetings on the estate when we are allowed

Broadcast council meetings via YouTube

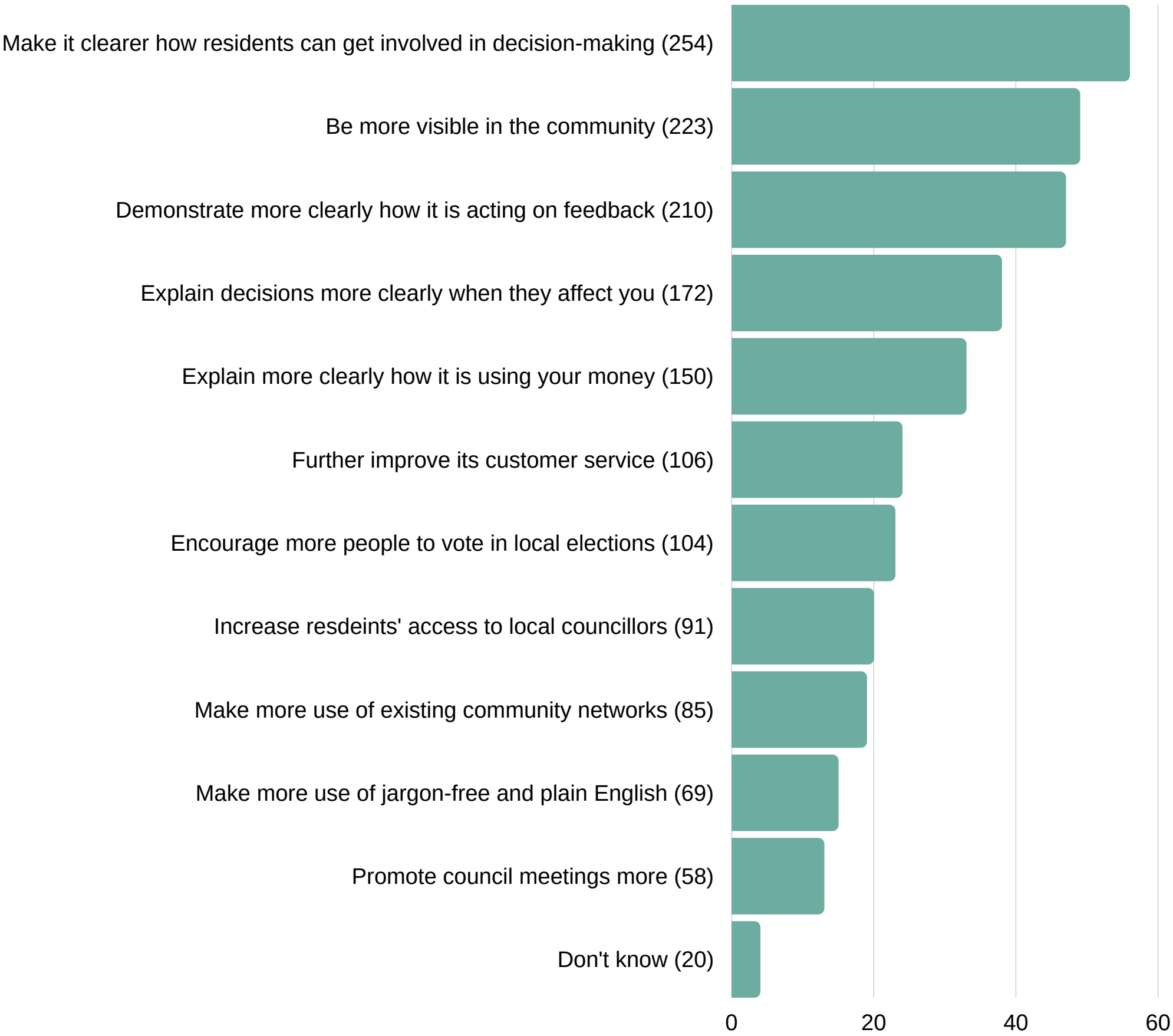
Why limit events to online. Get displays on major projects in Ankerside

Being more visible would promote access to councillors

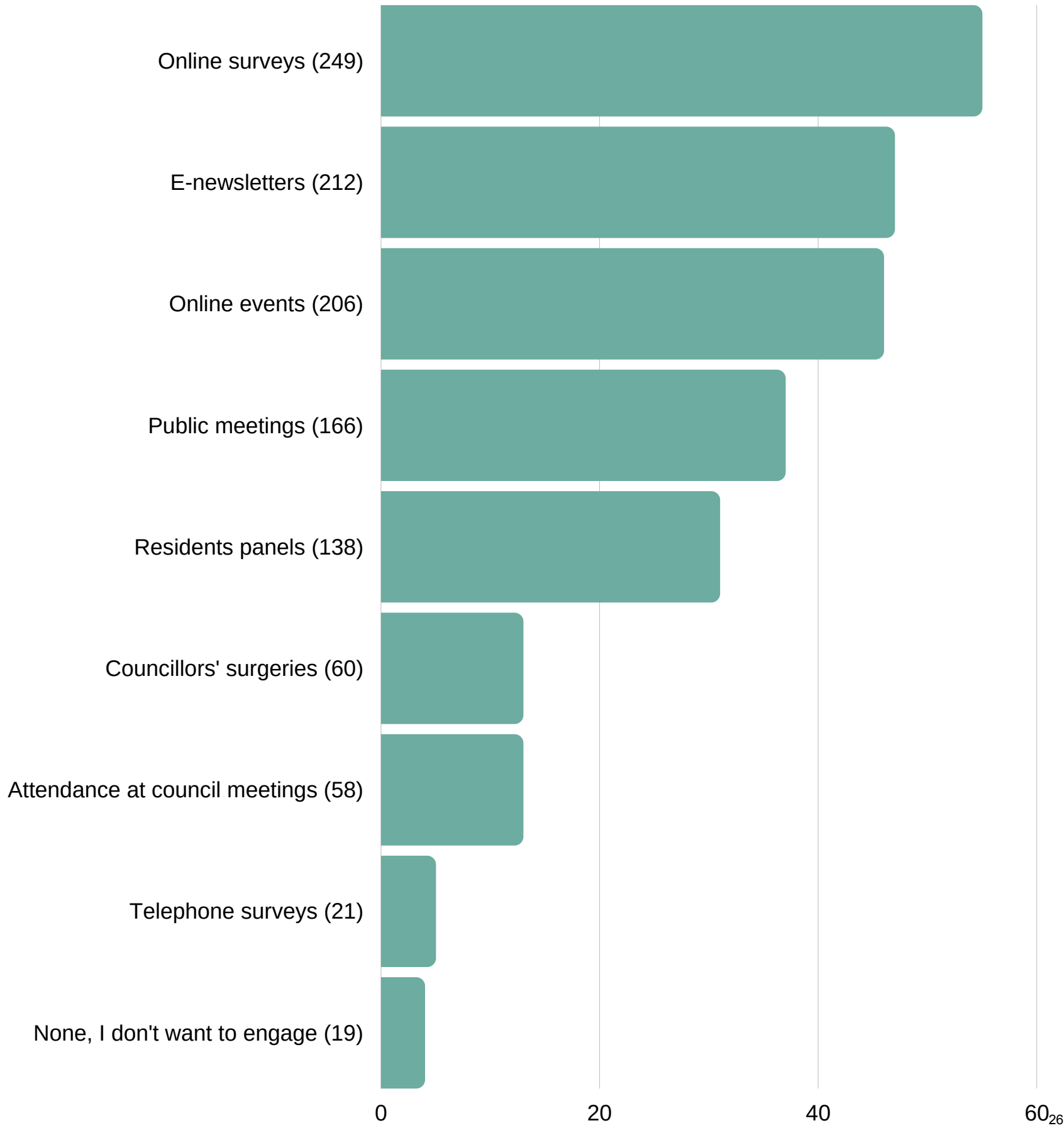
This does seem to be improving, however, I feel it is only because I am looking for it and want to help improve the town

”

Which three things do you think the council could do better to engage with local residents?



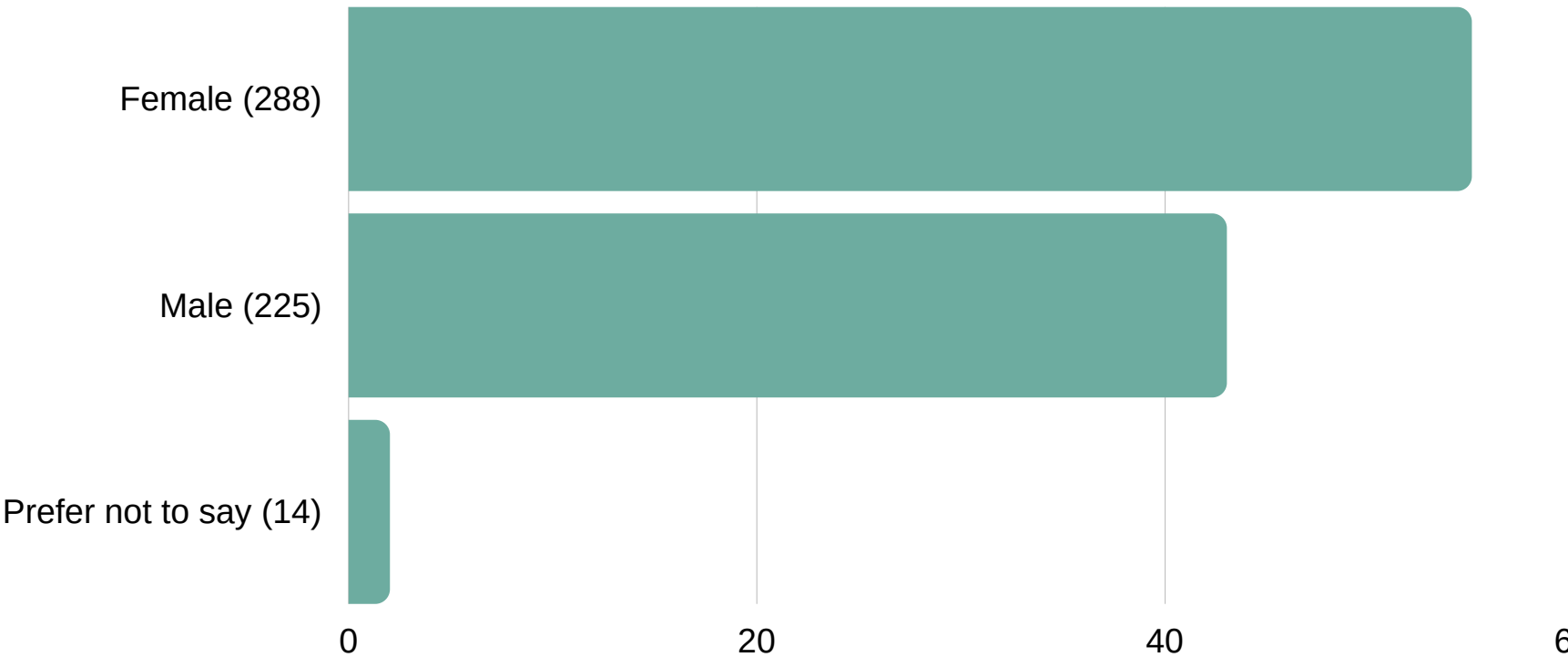
How would you most like us to engage with you? (select three)



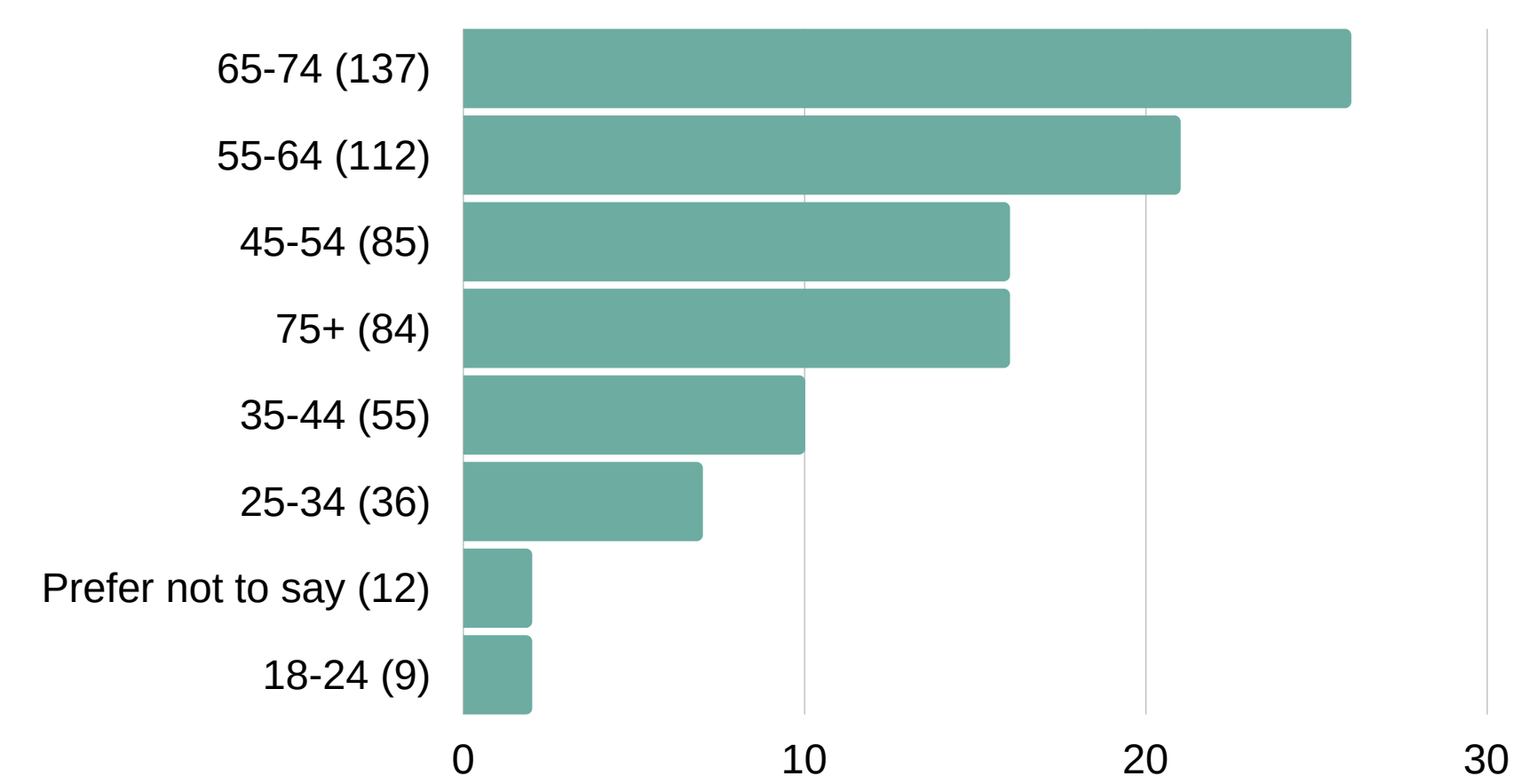
About you....



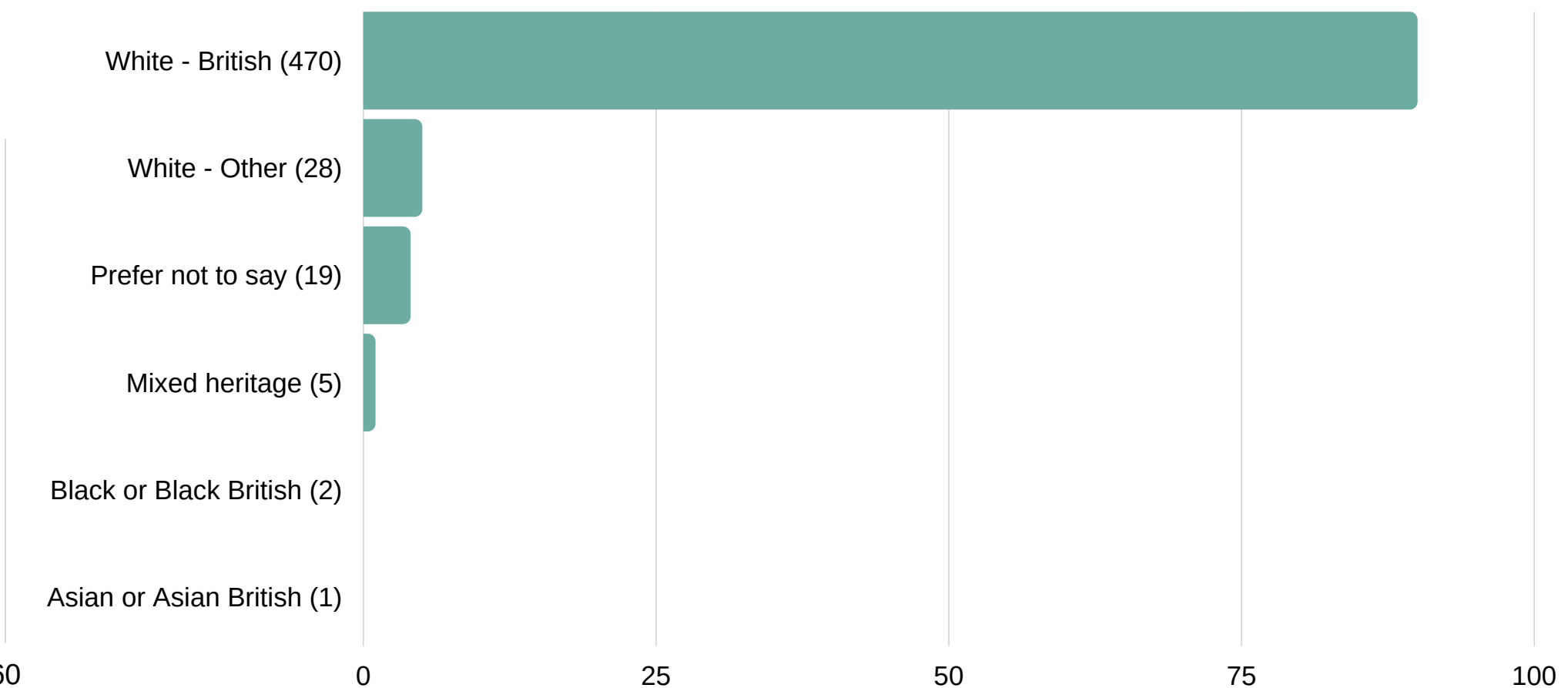
Gender



Age



Ethnic origin



Disability or long-term health condition

