

Estate Inspections Report 2022-2023



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Introduction

Estate Inspections are a key task of the work undertaken by the Tenant Participation Team, along with the Tenancy Sustainment Officer and the Community Wardens. Completing these checks on a regular basis presents an opportunity to consider improvements to the open spaces on our estates and formulate solutions to issues encountered.

Why have estate inspections?

The purpose of the inspections is to assess the standards of service we deliver and to identify areas for improvement. They also give us an opportunity to identify any tenancy issues and take the necessary action to improve standards for all residents.

How often do we visit?

The yearly rolling programme runs from April – December and all streets across the ten borough wards are inspected to ensure that standards are being maintained. Our Community Wardens and Tenancy Sustainment Officers undertake other regular visits to the estates.

Who conducts estate inspections?

Members of the Tenant Participation team, Tenancy Sustainment Officers, and the Community Wardens, conduct estate inspections. Where the opportunity arises, we also have our Tenant Inspectors join us for several inspections.

What are we looking for?

- Vandalism & graffiti
- Abandoned vehicles.
- Litter, fly tipping and dog fouling.
- Health & Safety issues
- Neglected home and gardens.
- Hot spots for anti-social behaviour
- Potholes, surface perishing to hard surfaces and uneven / broken paving
- The condition of soft landscape (e.g., trees, grass, shrubs in communal areas)

What happens after the inspection?

The outcome and actions for all inspections have been collated and are shared within this annual report of findings. The information will also form the basis of the annual Impact Assessment for all tenant involvement activity. The report will also be posted on the Tamworth Borough Council website for tenants to access.

While not all the issues reported will be the responsibility of Tamworth Borough Council, our partnerships with local agencies – such as the Fire Service, Police and Staffordshire County Council – allows us to ensure that all concerns are fed back to the appropriate organisation. Responsibility is taken for any issues identified within the remit of those organisations. They will then be asked to respond to issues within 28 days to ensure these are actioned and resolved accordingly.

Estate inspections will:

- Provide a high profile on our estates.
- Ensure cleaner, more attractive, and safer neighbourhoods.
- Improve the physical condition of estates through quick responses to resident's concerns and identifying potential improvements
- Ensure agencies take responsibility for issues identified within their remit
- Keep communal areas (including surrounding areas of any flats) in a tidy condition, free from rubbish, personal belongings, and any other obstructions

Successful outcomes:

A total of **548** concerns were noted throughout the borough by the Tenancy Sustainment Officers, Community Wardens and the Tenant Regulation and Involvement Teams. These were passed to each service area to action and resolve the issue within a 28-day period. **This is an increase of 23% on the same period last year.**

219 roads across the borough were inspected between 1 April – 31 December 2022 and 69 (32%) roads were noted to have no issues.

- 548 (100%) of all issues have been resolved in full by the relevant service area
- 92 (17%) of issues will be completed under an annual programme of works, for example spraying of weeds and overhanging pathways
- 8 (0.01%) of issues were identified as service requests or others

Note:

- An annual programme of works or a cyclical programme of works is conducted on alleyways, garage sites, shrubs, weeds, and maintenance of communal areas.
- Graffiti is cleared when weather permits and in accordance with the machinery that is needed. Offensive graffiti is removed within 24 hours.
- Work reported to partner organisations, for example, Highways Department or Police are actioned within the remit of individual organisations

Street Scene will complete all health and safety issues as priority works.

- Cutting / trimming back hedges / shrubs and bushes that are overhanging pathways and causing obstructions to pedestrians. Other work will be completed on shrub maintenance throughout the summer and winter months. Trees will not be cut back or down unless the tree surgeon who assesses them feels there is a need due to health and safety concerns or because the tree is dead or diseased.
- Street Scene regularly litter pick 'hot spot areas' and keep the estates clean across the borough.
- Highway concerns are reported to the Highways Department for repairs or inspection.
- Fly-tipping remains an on-going concern across most of the borough, with a total of 104 (19%) of all concerns reported. Bulky items on housing land are reported through to Streetscene to arrange removal.
- 11 alleyways have been cleared of litter, bulky items and de-weeded on an annual programme of works. Tenants who continually cause issues in alleyways behind their properties will receive a letter from their Tenancy Sustainment Officer reminding them to dispose of unwanted items appropriately.

- 7 abandoned waste bins were discovered across the borough, which were reported to our joint waste management team at Lichfield to be investigated by the recycling officers and dealt with as appropriate.
- Non offensive graffiti will be removed on a programme of works/schedule. Offensive graffiti is removed within 24 hours.

Examples of issues recorded on the days of inspection across the borough:



Breakdown of issues noted by officers on the day of the estate inspection.

	Amington	Belgrave	Bolehall	Castle	Glascote	Mercian	Spital	Stonydelph	Trinity	Wilnecote	Totals
No. of roads inspected	20	21	26	23	20	28	26	18	10	27	219
Roads with no concerns noted	5	1	12	3	6	9	10	5	5	13	69
Concerns noted on day of inspection	95	146	26	38	70	48	43	55	7	20	548
Concerns actioned by service area	95	146	26	38	70	48	43	55	7	20	548
Actioned by Neighbourhoods	36	55	8	14	23	8	18	16	5	8	191
Actioned by Street scene	32	66	14	15	26	20	5	29	1	4	212
Actioned by Waste Management	0	3	0	0	2	0	0	2	0	0	7
Actioned by Staffs County Council	0	1	0	1	1	1	2	0	0	0	6
Actioned by other service areas	28	23	4	8	18	18	18	9	1	8	135

Breakdown of issues logged at time of inspection.

	Amington	Belgrave	Bolehall	Castle	Glascote	Mercian	Spital	Stonydelph	Trinity	Wilnecote	Totals
Abandoned vehicles/ illegal parking	3	2	-	5	1	-	1	-	-	-	12
Alleyways to be cleared.	3	6	-	-	-	-	-	2	-	-	11
Fly tipping/litter/rubbish.	16	25	5	3	15	15	3	18	-	4	104
Graffiti	1	16	2	-	4	-	-	-	-	-	23
Repairs for Engie/Equans to complete	1	-	-	-	1	-	-	-	-	-	2
Tenancy Issues/untidy gardens	55	63	10	15	35	25	35	23	6	15	282
Condition of soft landscaping/trees/weeds/ shrubs in communal areas	16	28	7	12	8	7	2	11	1	-	92
Abandoned waste bins	-	3	-	-	2	-	-	2	-	-	7
Other/service requests	-	3	2	2	-	-	-	-	-	1	8
Condition of hard landscape/fences/walls/ paving	-	1	-	1	1	1	2	-	-	-	6

Graffiti

We have a duty to remove graffiti from our spaces and assets and you can contact us to report graffiti. Street Scene operatives and Community Wardens who are regularly on patrol across the borough also report graffiti. Anyone who is caught graffitiing can be arrested and prosecuted under the Criminal Damage act 1971 and could be fined up to £5000.

Report it:

Council tenants can report issues online by completing a form located at; <http://www.tamworth.gov.uk/graffiti-removal-request-tenants>

Tel: **01827 709709**

Email: enquiries@tamworth.gov.uk

We aim to remove:

Offensive graffiti within 24 hours of report

Excessive graffiti with considerable detriment to the area within three working days of it being reported

Any other graffiti within 10 working days from date of report

Please tell us:

- The exact location of the graffiti
- Any identifying factors: Racist or offensive

A Street Scene member of staff will check the graffiti to see what type of paint has been used, the type of surface it has been sprayed or painted on and whether it is offensive. Sometimes graffiti may need specialist attention.

We will not remove graffiti from a private property or business premises as this is the responsibility of the owner/occupier. We only remove graffiti from public areas and Council properties, including Council housing.

Would you like to get involved?

If you would like to join us on an inspection or notify us of any issues in your area, please contact us before your estate inspection takes place.

Email: tenantparticipation@tamworth.gov.uk

Telephone: 01827 709709

Tenant Regulation & Involvement Team

Tamworth Borough Council

Marmion House

Lichfield Street

Tamworth

Staffordshire

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If you require this document in an alternative format or language, then please contact us.