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Customer Satisfaction Up

Welcome to the Winter edition of Charnwood News. The cold winter months descend upon us but there is plenty of cheery news about many festive activities including Loughborough's famous Xmas Talent and the Christmas Lights Switch On. I hope you take part and enjoy many of these festive activities during this wonderful season.

Firstly, I am very pleased to see that overall satisfaction figures for Charnwood Borough Council have increased to 4% above the national average. However, there is still room for further improvement. I hope to work on increasing this figure by listening to the residents of Charnwood and ensuring that we deliver high quality services for the future in the most cost effective way.

Charnwood Borough Council has also achieved its highest ever rate of recycling. There are many new initiatives within this newsletter to ensure that we keep raising this figure.

South Charnwood Pool has now opened. Approximately 500 people took the opportunity to attend an open day recently and view the new facilities. The first week of operation saw an incredible 200 people sign up for membership. Swimming sessions are being well attended and the new fitness classes are generating good interest.

In the centre pages of Charnwood News I have highlighted our Corporate Plan for 2009 -2012. The purpose of this plan is to inform you of our ambitions for the next 3 years and what we will achieve during that time.

Thank you for your support of the Council and may I be one of the first to wish you a very happy Christmas and a prosperous and successful new year.

Cllr. Mike Preston

Leader - Charnwood Borough Council

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়াকরে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

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