

Charnwood Borough Council Corporate Plan 2009 – 2012



**Cllr Mike Preston,
Leader of Charnwood Borough Council**

Welcome to Charnwood Borough Council's 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.

Our Vision for Charnwood Borough Council

"Charnwood to be prosperous, progressive and innovative and a place of choice to live, work and visit – a Borough to be proud of"

Our Aims

PEOPLE MATTER: We will improve the wellbeing of residents, acknowledging their diverse needs

PROSPERITY MATTERS: We will invest in and support sustainable development

PLACE MATTERS: We will make Charnwood a safe, cohesive Borough in which to live and work

ENVIRONMENT MATTERS: We will reduce the Borough's impact on climate change

BETTER COUNCIL: We will listen and respond to residents and provide efficient, effective, quality services.

Our Values

CUSTOMER FIRST: We put the customer at the heart of everything we do

WORKING TOGETHER: We work as one council and in partnership with openness and integrity

PRIDE IN CHARNWOOD: We take pride in our work and our Borough, always striving for improvement

People Matter

Our ambitions:

- To ensure people have healthier lifestyles
- To improve the quality of people's homes
- To consider and involve Children and Young People in the design and delivery of our services

What we intend to do....

By...

Increase the percentage of adults taking 3 x 30 minutes of physical activity per week to 28% by 2011

- Completing improvements to facilities at South Charnwood Leisure Centre and Nanpantan Sports Ground by 2010

Ensure 100% of Council houses meet the Government's decent homes standard by 2012/13

- Ensuring that Charnwood Neighbourhood Housing qualifies for the decent homes grant and working with our contractor and tenants to deliver improvements

Increase the take up of grants for improvements to private sector housing

- Targeting 100% vulnerable private sector households in priority neighbourhoods to raise awareness of private sector grants

Ensure services include Children and Young People in their design and delivery

- Creating a formal agreement with the Youth Forum to ensure all agencies providing services work together with young people

Prosperity Matters

Our ambitions

- To work with partners to achieve economic regeneration in Loughborough
- To provide new houses, affordable homes, jobs, infrastructure and supporting facilities and amenities
- To work with partners to maintain the benefits that the Olympics will provide for the Borough

What we intend to do....

By...

Improve the attractiveness of Loughborough for new businesses and retailers

- Co-ordinating the construction of a new link road and 120 (90 affordable) new homes as part of the Eastern Gateway Development by 2012
- Working with Loughborough University and College on joint projects e.g. using vacant retail units to promote their work

Secure agreement on the 2 sites for new major housing developments

- Delivering actions within the Local Development Scheme between 2009 - 2012

Increase the number of new and affordable homes within the Borough

- Delivering 2000 additional homes and 250 affordable homes by 2012

Developing a long-term relationship with Japan, our Olympic Partner

- Delivering economic and social benefits from the Olympics with our partners

Place Matters

Our ambitions:

- To reduce crime and anti-social behaviour and improve public confidence
- To create cleaner towns, villages and open spaces
- To improve the quality of life for people living in our priority neighbourhoods

What we intend to do....

By...

Reduce serious acquisitive crime (e.g. burglary, cycle theft, vehicle crime) by 3% year on year

- Identifying hotspot areas
- Reassuring the community
- Publicising crime reduction initiatives

Reduce assault with less serious injury by 3% year on year

- Reducing town centre violent crime
- Encouraging the reporting of violent crime
- Implementing Safe Routes Home initiative

Improve how we deal with anti-social behaviour

- Increasing anti-social behaviour youth initiatives by 3 year on year
- Increasing satisfaction with the way in which the Council and Partners deal with anti-social behaviour

Reduce the level of litter, debris and graffiti by 10% year on year

- Ensuring cleanliness doesn't fall below a minimum level
- Undertaking an increased number of inspections in the Borough

Improve the quality of life for people living in priority neighbourhoods

- Encouraging community involvement
- To establish neighbourhood forums in all of the priority neighbourhoods

Environment Matters

Our ambitions

- To expand recycling and reduce waste
- To adapt to climate change

What we intend to do....

By...

Increase the percentage of household waste recycled, composted and re-used to 50% by 2011

- Expanding recycling and waste reduction trials to an additional 10,000 homes by 2011
- Expanding the garden waste scheme
- Introducing a single-sack recycling service

Improve our level of preparedness for climate change

Identifying priority climate change risks to the Borough and working with partners to minimise those risks

Make a 4% year on year reduction in CO₂ emissions from Council operations to 2011

- Improving efficiency of council owned or leased buildings and fleet transport
- Setting environmental standards for our suppliers and contractors
- Identifying and implementing best practice

Better Council

Our ambitions

- To improve customer satisfaction
- To improve effectiveness by working in partnerships
- To improve leadership and empower staff to deliver quality, customer focused services
- To ensure financial stability for the Council

What we intend to do....

By ...

Increase the number of residents who say they are satisfied with the council to 55% by 2012 (from 49% in 2009)

- Achieving the Customer Services Excellence Award by 2012
- Dealing with queries successfully first time
- Improving customer access to services

Improving the leadership capability of our senior, middle and first line managers

- Developing a management competencies framework
- Introducing cost effective management development opportunities

Empower staff by ensuring that our organisational values are reflected in all aspects of how we work

- Improving our staff appraisal and performance management
- Focusing on a 'can do' attitude in learning & development
- Improving internal communications
- Improving staff motivation

Deliver 3% year on year efficiency savings

- Reviewing services to achieve more efficient delivery

Deliver services more effectively and efficiently

- Working with partners such as: other local authorities; Loughborough University and College; the community and voluntary sector; private sector businesses

Contacting Charnwood Borough Council

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Charnwood – a Fairtrade Borough

This information is available in different formats.

To access these please telephone (01509) 634 560