

Welcome to our Corporate Plan for the next four years...

This sets out how we will make the borough a better place to live, work and visit.

It has been shaped by your views in our residents' survey, solid economic evidence and the ambition of the council administration. This is a collaborative effort and in my mind it is the only way to operate in this modern society.

We need to work more closely together than ever before; the council, residents, partners and local businesses.

There are three key themes in our plan, People, Place and Service. They contain pledges to make Charnwood:

- $\bullet \ a \textit{safer}, more \textit{secure} \ a \textit{nd} \ \textit{caring} \ \textit{environment}$
- a borough with a strong, diverse economy
- and a place served by a council which puts customers at the heart of everything it does

We will be involved in many exciting projects over the coming years including the expansion of the Loughborough University Science and Enterprise Park which will generate thousands of jobs.

However, as you have made it clear in the residents' survey, your key priorities are feeling safe in your home, living in a clean and tidy borough and having a good refuse service. We will continue to deliver these core functions and more.

There are challenges ahead and it is important the lines of communication are always open. We will not only listen, but also join in the conversation.

We look forward to working with you for the next four years.

Our Values

Customer First:

We put the customer at the heart of everything we do

Working Together:

We work together as one council and in partnership with openness and integrity

Pride in Charnwood:

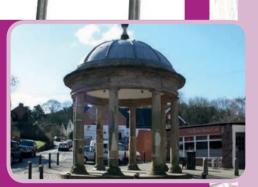
We take pride in our work and borough, always striving for improvement



Creating a Strong and Lasting Economy

A strong growing and diverse economy is good for every business, community and household.

New businesses, new homes and improved infrastructure will be key features in the next four years, with a range of affordable homes, new schools, shops and leisure facilities being planned to accommodate growth. We will support our rural communities, maintaining the characteristics that make them special, whilst encouraging the rural economy through small business investment and tourism opportunities. We will embrace innovation and technology so that Charnwood can compete on a worldwide platform at the highest level. We will maintain our commitment to our environment, celebrating its significance to both our heritage and future economy.



Welcome to CHARNWOOD



- Encourage new jobs to the Borough through promoting the delivery of the Science and Enterprise Park and encouraging new businesses to towns and villages
- Ensure that a growth in homes and infrastructure benefits residents through improved community facilities, affordable housing and superfast broadband
- Take action to protect the environment for future generations and ensure a clean Borough for all to enjoy
- Promote the Borough to increase tourism and support initiatives to help our towns and villages to thrive.
 Develop new and revitalised Town Centre Masterplans for Loughborough and Shepshed



www.charnwood.gov.uk

Every Resident Matters

Every resident is important to us. Our vision is to make sure that Charnwood is a great place to live for families by creating a safe, secure and caring environment.

We want everyone to feel valued, have a sense of belonging, share in our successes and enjoy life. We will provide opportunities to participate in social, leisure and cultural activities and in community life. We will also look after the more vulnerable members of our community and give support to those who need it most, especially older people and those less able to cope. We will nurture our young people and celebrate our rich cultural mix. We will welcome new communities so that we can all celebrate and enjoy our diverse culture.











• Encourage healthy lifestyles for all our residents through physical activity programmes and the provision of sports facilities and green spaces

• Celebrate the rich culture of the Borough





Delivering **Excellent** Services

We will maintain our focus on meeting our customers' and residents' needs.

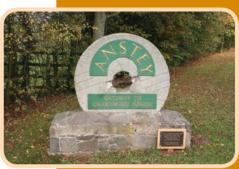
We will provide high quality, affordable and responsive services and improve online access to them. We are always seeking to improve the services that we deliver, by providing strong community leadership, being well governed, accountable, open and transparent. We will maintain the financial stability of the Council whilst continuing to seek ways to deliver better services as efficiently as possible.



- Put customers at the heart of everything we do and provide strong community leadership
- Improve the ways in which customers can access our services
- Continuously look for ways to deliver services more efficiently
- Listen to and communicate with our residents and act on their concerns











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Visit www.charnwood.gov.uk



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www.facebook.com/charnwoodbc

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



Main Entrance

This has been produced on paper sourced from a responsibly-managed forest certified by the Forest Stewardship Council.

