



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:

- a safer, more secure and caring 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

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.



- *Keep our residents safe through implementing a new community safety plan, combatting anti-social behaviour and investing in emergency planning, food safety and safeguarding*
- *Make Charnwood an attractive place for all, through investment in our housing stock, funding community groups and providing a range of diverse opportunities and events*
- *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*



Charnwood Borough Council

**Southfield Road
Loughborough
Leicestershire LE11 2TR**

Telephone: **01509 263151**

Email: customer.services@charnwood.gov.uk

Visit www.charnwood.gov.uk



@CharnwoodBC



www.facebook.com/charnwoodbc

This information is available in different formats.

To access these please phone **01509 634560**



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