



Corporate Plan 2024 – 2031

Harborough District Council





One way



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Foreword by the Leader of the Council and the Chief Executive

I am delighted to introduce this refresh of the council's corporate plan for 2024-31.

Since the district council elections in May 2023, we have focussed resources on making things better for local communities. We have invested £6m into our leisure centres in Lutterworth and Market Harborough and created a £1m community fund to support local communities working with Parish Councils and elected members. We have boosted resource to tackle planning enforcement issues and we are making strides in reducing the council's carbon emissions. Other actions include the creation of a community engagement team to enable the council to work more closely with residents on matters that are important to you.

The refreshed corporate plan sets out the council's vision for the entire Harborough District over the next six years and explains how we plan to deliver this, working alongside other agencies, partners, voluntary and community groups and residents.



The health and wellbeing of our residents is paramount and the plan sets out our ambitions for continuing to improve the mental and physical health and wellbeing of everyone in the district including the delivery of new public open spaces.

We take our responsibility to tackle the climate emergency extremely seriously. We are committed to doing everything we can to deliver the services our residents expect alongside making a positive and proactive contribution to the environment.

We are committed to playing an active role in developing the local economy, supporting our town and village centres and will continue our work to support businesses and employment across the district.

Working alongside community groups, partners and local businesses we will continue to ensure that we help residents across the district live their lives to their full potential.

Cllr Phil Knowles – Leader of Harborough District Council



Despite the challenging national economic picture, Harborough District Council is in an excellent financial position to deliver the services you need when you need them.

We have knowledgeable and effective staff who are committed to doing the very best for business and communities. However, there is always a need to look for better ways of doing things, to transform our services and drive innovation in order to improve outcomes. There are also many challenges ahead including the impact of inflation, increased demand for our services, climate change, and the on-going impact of the cost-of-living crisis on our communities.

This refreshed corporate plan is aligned with the priorities set out by the political leadership of the council, our budget plan, our statutory duties, and grant funding that covers particular programmes and projects up to 2031. We will continue to monitor and review progress of the plan regularly.

Over the next few years we will continue to focus on the needs of our residents and communities, keep a watching brief on emerging national policy and funding, and we will look at ways to transform the council to deliver the best services possible within our remit and resource available. We will also work closely with residents and businesses to improve their local areas and seek new opportunities for their communities.

John Richardson – Chief Executive, Harborough District Council



About this plan

The Corporate Plan is the council's overarching strategic document. It is the only plan which covers the full range of the council's responsibilities and is an important tool to set out our ambitions for the district and help focus our efforts and resources on the right things. This is even more important in the context of constrained budgets, increases in demand and continuous change.

By prioritising a clear set of commitments and actions, the Corporate Plan also helps residents to hold the council to account for its performance and challenge it to improve. The delivery of the plan will be monitored in accordance with the council's performance management framework, reporting through both scrutiny and cabinet on the key activities.

The Corporate Plan informs other key strategies and plans, it does not replace them, but it should shape them whenever they are being updated.

Good strategic planning also means aligning financial and service planning. This plan has been developed alongside the Medium-Term Financial Strategy and will be periodically updated in line with the budgets set by the Council. The Council's Annual Delivery Plan will reflect the coming year's budget and will be refreshed each year accordingly.

How the plan was developed

We have built on the feedback that local people have already provided through ongoing customer feedback and the recent strategy consultations, and we will continue to engage with people and shape our plans. This will be a continuous process of dialogue with our residents to ensure we are meeting their needs and aspirations.

In addition to this feedback, we also considered the following:

- **The needs of our communities:** this is vitally important as the needs of our communities vary across the district. We need to focus on issues in a locally sensitive way.
- **Political priorities:** elected councillors are the representatives of their communities, and they will continue to play a key role in developing policies that support this plan. They will also play a key role in holding the organisation to account against its key commitments.
- **The resources we have available:** this Plan was developed alongside the Medium-Term Financial Strategy. The budget report, which can be found on the council's website, includes further details along with specific savings and investment proposals.
- **National objectives and statutory obligations:** we have considered the priorities and resources of national Government and our legal responsibilities.
- **Good practice:** finally, we have considered good practice from other councils as well as from across the wider public sector.



Our vision

Working with our communities, we will build a future for the people of Harborough district that gives them the best life chances and opportunities through:

Community leadership to create a sense of pride in our place

Promoting health and wellbeing and encouraging healthy life choices

Creating a sustainable environment to protect future generations

Supporting businesses and residents to deliver a prosperous local economy

The Council will continue to focus on improving the experience of our customers by looking at the needs of people in our communities, and the places they live in, and to focus on improving how residents interact with the council – everything from waste collection to making a planning application – making sure that we can improve and maintain services for everyone into the future.

Our shared vision will be our guide as we embark on this journey together.

We are driven by our ambition to make the Harborough district a place where our residents can live the best lives they can, not only a place to live, but a place to live well in. We want our businesses and economies to thrive and our environment to be managed in a sustainable way, ensuring the needs of these communities are met and that the district maintains its own local identity and unique surroundings. Whilst we will focus on longer-term prosperity and continued growth of the district and provide clarity on what we want the future to look like, we will also deliver short- and medium-term goals to achieve positive outcomes for all.

Securing a prosperous future for Harborough district is a shared responsibility. As a council, we must be focused on the areas where we can have the biggest impact – but we will work closely with all residents, businesses and other public services.

By encouraging collaboration, community cohesion and giving all an opportunity to participate, we will achieve more than any single organisation or a person could achieve working alone. As a council, we will be working to understand our communities' needs and ensuring they have easy access to services that address those needs, whilst promoting healthy life choices, improving wellbeing and a thriving local economy.

Working together, we will shape our district to be an outstanding destination for both business and leisure. This will involve a focus on place shaping and design to preserve what is special about our area whilst embracing future sustainable developments, and reinvigorating our local economies and communities.

Underpinning our ambitious vision, the council-led transformational change programme will focus on working with residents, businesses, and other public services to put robust plans in place and then on delivering those plans. This will be an evolving process which will take time to implement and for the benefits to be fully realised, so, we must all be committed to playing our part.

Within the council, continuous improvement, financial sustainability, value for money, and a relentless focus on resident and business needs will be the new normal. Our services will need to respond more quickly to changes in need and we will work to ensure that we empower residents and businesses to help themselves where possible. The council will lead and advocate for change and collaborate with others to meet local needs where required. Where it is needed, it will move quickly and respond effectively.

To inform this change, we will look to use best practice and modern local government models from across the country and as our communities and local businesses grow and develop, the council will adapt and change to meet the future demands and expectations of our residents.



How the Council will change for you

Our staff have shown great resilience to maintain the quality of our services, whilst also addressing the constraints on resources, in addition to the increasing demand for those services. We have invested where we can in extra resources to ensure we are delivering on our promises to our residents.

We will use this plan to shape service delivery for the future, building on these foundations and continue to support the residents and businesses of our district.

1

Underpinning this ambitious vision, a **Council-led transformational change programme** will focus on working alongside residents, businesses, and other key stakeholders to put a robust plan in place and then on delivering that plan.

2

Within the Council, **continuous improvement, financial sustainability, value for money, and focusing on resident and business needs** will be the new normal. Our services will need to respond quickly to changes in need and we will work to ensure that we empower residents and businesses to help themselves where possible. Where the Council does not need to be involved it should not be. Where it is needed, it will move quickly and respond effectively.

3

To inform this change, we will look to **use best practice** and modern local government models from across the country and as our communities and local businesses grow and develop, the Council will adapt and change to meet the future demands and expectations of our residents.



Where we are now

Harborough, located in the heart of England, has a heritage to be proud of, the most picturesque villages and countryside, unique market towns, iconic historic sites, thriving businesses and independent shops.

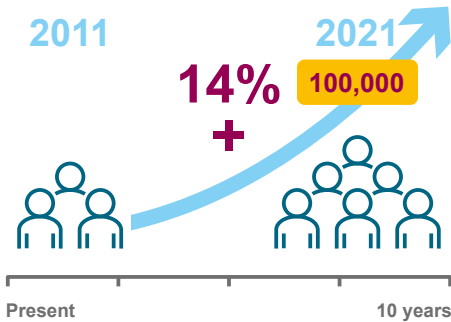
But as we look to the future, we must start with a clear understanding of the challenges we face. Only with a clear understanding of exactly where we are as a District can we hope to deliver on the aspirational change set out in this Plan.

Social profile update 2024/25

What the data tells us

What it means for us

Population Growth



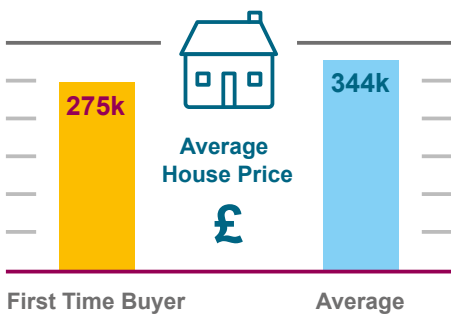
Latest population estimates are just above **100,000**. In the census of 2021, Harborough population had grown by 14%.

Increased demands for services due to demographic changes – Harborough has a population which is both growing and living longer, this is good news, but it does increase demand for public services and puts additional pressure on the infrastructure available.

What the data tells us

What it means for us

Housing Growth

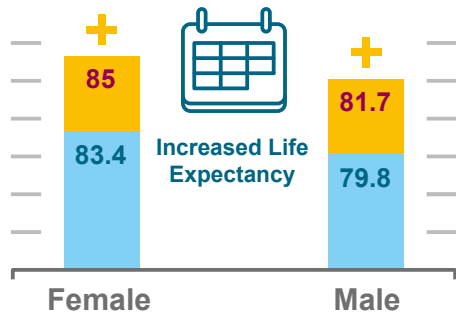


44,413 households were recorded in the 2021 census, a rise of 21% on previous census.

Average house price in May 24 was £344,000, the average first time buyer paying £275,000.

Increased demands for services, however increased revenue from council tax. Ensuring homes are affordable and that there is a selection of housing types should be evidenced in the local plan and housing strategy.

Life Expectancy



Life expectancy levels above the national average:

Females 85 (Eng 83.4) and Males 81.7 (Eng 79.8)

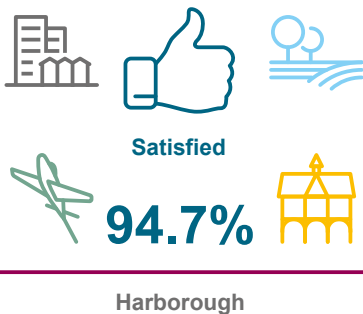
Harborough district population is rising in the over 65yr category and accounts for 22% of the population.

25.7% of over 16yrs are retired.

Long and healthy lives are enjoyed by residents of Harborough District. The council needs to recognise and plan how to meet the needs of an aging population.

Life Satisfaction

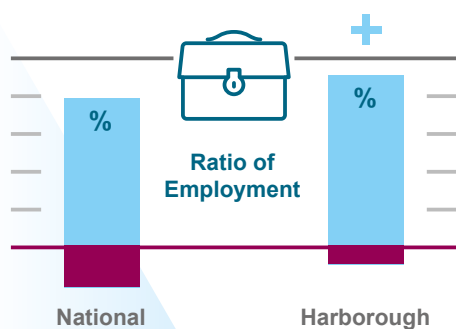
(surveyed by Leicestershire County Council)



94.7% of people say they feel satisfied with Harborough as their place to live.

Councils play a significant role in enhancing the life satisfaction of their residents. Strategies and policy's to promote accessibility to green space, leisure and tourism, employment and recreation all help make life more satisfying.

Employment



Modelled unemployment rate is 3% which is lower than UK average of 3.4%. 80% of people 16-65 are employed. Higher than the national average of 76.8%.

Sustained efforts by the council to keep employment levels high by encouraging the right environments for employment.

Climate

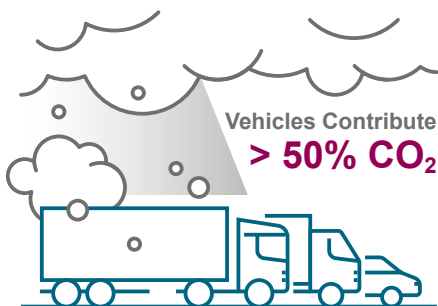
(surveyed by Leicestershire County Council)



Climate ambition of Net Zero by 2030

68.2% of people in Harborough feel they have **made a change to their lifestyle to help climate change**. Strategy and policy's to promote behavioural change are used by the council to create a sustainable future for Harborough such as waste and recycling, electric charging point accessibility.

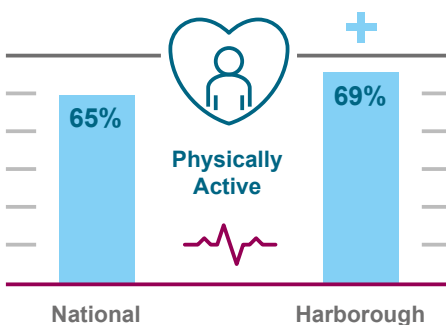
Emissions



Carbon Dioxide Emissions have reduced per capita by 39.5% since 2005, however remain relatively high, compared to those in Leicestershire and the East Midlands. More than half of emissions are attributable to the transport sector.

The council works with Partners to monitor and effectively manage air quality.

Health



87.3% of the population described their health as good or very good in census 2021 - (82.8% very good).

69% of adults are physically active higher than UK average of 65%.

The level of preventable circulatory diseases is 23% which is lower than the national average of 28.2%.

The council will Advocate healthy lifestyles and choices to improve health and wellbeing, and ultimately quality of life for residents.



Our outcomes, key activities, and performance indicators

We are embarking on an ambitious programme of change to deliver what our residents need over the coming years. We need clear priorities to achieve our vision as a thriving place where everyone is given a chance to flourish. We are determined to improve the life chances for everyone. This means closing the gap for the most vulnerable members of our communities and ensuring everyone has the opportunity to realise their full potential.

The Corporate Plan looks to deliver outcomes across four principal areas.

Place and community – ensuring there is housing to meet local needs of all ages, that growth provides employment and is designed well, recognising the rural nature of the district and that communities are involved in how that growth is shaped.

Healthy lives – giving the guidance and support to all our residents to make healthy life choices, to live longer healthier independent lives, not only physically but in good mental health too.

Environment and sustainability – enhancing and protecting our natural environment with improved access to open and green spaces, addressing climate issues proactively looking to future sustainable options and reducing environmental crime to further protect the environment.

Economy – that local employment options are available to allow residents to prosper in our district, developing and retaining the skills our employers need and supporting businesses to be successful, promoting the area to both employees, employers, and visitors to ensure a stable future economy.

The Plan identifies a clear set of outcomes and actions that will be taken for every priority to guide the council's development and to help deliver the necessary transformational change.

Our ambition for the medium term

The Coalition administration here at Harborough District Council has over the last year taken time to understand what the council is doing to support its residents and businesses, but more importantly what it can do to enhance and improve this going forwards. The residents voted for change in May 2023 and the coalition is committed to making changes that make a difference to the lives of the residents it serves.

The administration commends the work that all the staff and members of the council have been doing, and continue to do, to support people and deliver services.

The current Corporate Plan gives some structure to the high-level ambitions and priorities that the council needs to achieve. The new administration has reviewed its own priorities and has agreed a strategic direction it wishes to take forwards. This direction is not to change the current plan but to put further emphasis on some of the priorities which align to the mandate given by the people and the political manifestos and pledges of the coalition parties.

Our ambition is to ensure the highest quality of life for all our residents, supporting their needs and wellbeing, and having a positive impact on how they live. We want to make the people of our district proud and prosperous and that our district remains a great place to live, work and visit.

We will lead the district with confidence, aligned to our values, making decisions that are right for our people, our place, and our planet. We will put our customers at the heart of all we do, making sure that what we do is focused on their needs.

The coalition commits to:

- Supporting businesses and prosperity for all
- Supporting the needs of residents, especially those that are vulnerable
- Strengthening our communities and our links with them
- Taking care of the environment and providing a sustainable future
- Tackling climate change in our own actions, and encouraging others to do the same
- Improving the housing choices and availability across the district, to allow our residents to remain in the district in safe communities and affordable homes
- Promote sustainable growth, preserving the nature of the district and ensuring the impacts of growth are mitigated as far as possible
- Advocate healthy lifestyles and choices to improve health and wellbeing, and ultimately quality of life for residents
- Creating a place that supports the needs of residents and businesses to live well, work and thrive in our area

To do this we will invest in our people and places, both through our own service delivery and use of our assets, but also through investment in our communities to help them become more resilient. We have already put in place several schemes to do this and will continue to do so.

To allow us to do this we will look to make sure that our own organisation runs as smoothly and efficiently as possible, so that we can make sure that we maximise the resources and look for further funding to put into our people and places. We are in a sound financial position, which allows us to focus on community need as well as our long-term sustainability.

We will need to work collaboratively with others, such as our businesses, voluntary sector, and community partners to boost our opportunity for improvement. As a coalition we are founded on sharing and collaborating for the greater good of the people we serve, and this aligns with our values and principles. We want to work together to shape our place according to the need of those that live in it, and to build community relationships to take advantage of the skills and passions that are outside our own organisation.

We will focus our own resources and assets to deliver for the district, across all areas and communities. We will lobby for improvements where we feel that changes need to be made that are outside our control.

We will ensure that we consider the impacts on the environment and climate change in all we do, and it will become a key consideration in decision making, further enhancing our Net Zero pledges, and encourage and incentivise others to follow our lead.

In doing this we will ensure we;

- Communicate regularly with our communities, sharing information and maintaining transparency
- Undertake meaningful engagement to understand both the needs and aspirations of our people, enhancing and ensuring effective scrutiny is in place
- Give our residents and businesses easy access to our services, in line with their needs, using our assets and resources effectively and efficiently.
- Listen and respond to concerns
- Include communities in shaping policies that impact on them
- Deliver excellent quality value for money services, learning from best practice and continually improving service delivery and customer experiences
- Maintain an inclusive approach and consider the social value of our actions
- Promote good relationships with members, officers and our communities using champions and dedicated portfolio holders to promote the work we are doing and maintain a constructive dialogue with all parties on different options and opinions, ensuring the best outcomes and decisions are achieved

The coalition is committed to delivering all the outcomes outlined in the Corporate Plan over the long term. However, there are a number of those that have a more pressing need for delivery. Those that we will focus on in the coming years have been marked with **(MTP)** to indicate a medium-term priority. The Council's Annual Delivery Plan shows which Key Activities will be delivered in the short term.

Place and community

Priority 1: Community leadership to create a sense of pride and belonging

Where we live and our local community is central to our quality of life. We are fortunate that our district is largely prosperous, and most people live in good neighbourhoods, with strong community involvement and valuable community facilities. However, there are some areas we need to improve and strengthen such as: increasing involvement and access to services for our communities and supporting and safeguarding the most vulnerable.

We want to really listen to residents, understand their needs and recognise their strengths. We will improve our methods of engagement, ensuring we address needs in a consistent way, and put in place easily accessible ways to receive and provide information to keep our residents informed, using technology to effectively connect with our communities.



We will create a sense of pride in our district by ensuring that we build and create new, resilient communities that recognise the unique nature of the district, with a strong focus on good design to ensure developments are in line with our agreed planning guidance. We will look to ensure that housing across a range of prices and tenures is available to meet local demand and help our residents to remain in the district.

We will continue to address community safety issues, tackling anti-social behaviour and crime through strong and appropriate action, in partnership with our partners and communities.

We will seek to be as inclusive as possible with all communities across the whole district and will continue to engage and support those with specific needs on access to our services, recognising the diversity of the district and its residents.

The people who live and work in our district, and who make up our communities, are at the heart of all we do as a council, and we will strive to ensure we meet their needs as they grow and develop. We will do this by working alongside the residents and assisting them to thrive.

What we want to achieve, our critical outcomes

- **CO1: (MTP)** There will be an adequate supply of housing to meet local needs across all tenures and price ranges, and reducing the potential for homelessness
- **CO2: (MTP)** Our local plan will ensure growth in the area is balanced with employment opportunities and transport and infrastructure needs are met
- **CO3:** The rural nature of the district will be recognised, and our heritage and cultural assets are preserved
- **CO4: (MTP)** Our local communities, the voluntary and charitable sector are more engaged and actively managing their own localities and shaping their own places
- **CO5:** The district will be shaped through good design, that addresses local needs and promotes healthier life choices

Healthy lives

Priority 2: “Promoting health and wellbeing and encouraging healthy life choices”

We want all our residents to live healthy, active lives. Our Health and Wellbeing Strategy will be developed to ensure that throughout all stages of their lives our residents have access to services that will help them to do this, to start well, to live well and to age well. We will not only focus on physical wellness but also mental health, the environment we live in and our lifestyle choices.

Healthy outcomes for our residents will be supported through the provision of services that promote living well and encourage positive lifestyle choices, many of which will be delivered close to the communities that need them.

What we want to achieve, our critical outcomes

- **CO6:** Our residents will be able to live more independent lives, with the right support and guidance in place to allow this
- **CO7:** The aging local population will have access to services that help them to live well for longer
- **CO8: (MTP)** Activity will be increased, through the use of active travel routes and the provision of a varied leisure offer throughout the district
- **CO9: (MTP)** The district will have improved public safety and confidence, through the use of community safety initiatives and tackling crime together with our partners
- **CO10: (MTP)** Physical and mental health needs will be addressed to prevent crisis and support those that are the most vulnerable in our communities, including those that face loneliness, food, and fuel poverty and those that need support to remain in their own homes

Environment and sustainability

Priority 3: “Creating a sustainable environment to protect future generations”

The council has a clear ambition to address the climate emergency and has put in place an action plan, which supplements this plan, to do this. We will look to reduce our carbon footprint and manage our resources in a sustainable way, as well as encouraging others to do the same.

We want to create an outstanding natural environment, developing our parks and open spaces and promoting green travel solutions, such as increasing the number of electric vehicles charging points across the whole district. We will also promote the biodiversity of our area, respecting the rural nature, and promoting the green and open spaces as places where nature can flourish.

We will proactively challenge and enforce against environmental crimes, such as littering and fly tipping, and promoting responsible behaviours that reduce waste and encourage recycling. We are committed to providing a cleaner, greener district for everyone to enjoy.

What we want to achieve, our outcomes

- **CO11: (MTP)** Our natural environment will be protected and enhanced, with improved access to green open spaces and increased biodiversity
- **CO12: (MTP)** In line with our climate action plan, our carbon footprint will be reduced, ensuring a sustainable future
- **CO13:** Environmental crime will be reduced, and enforcement will continue to be used to achieve this
- **CO14: (MTP)** Green practices, such as energy provision and recycling, will be positively encouraged and usage increased across the district to help meet our net zero targets
- **CO15: (MTP)** We will have robust plans in place to ensure the long-term sustainability of the council, maximising the use of our resources and assets to create community benefits
- **CO16:** The environmental impacts of growth are mitigated as far as practically possible

Economy

Priority 4: “Supporting businesses and residents to deliver a prosperous local economy”

Over the last few years our local economy has been significantly impacted by the ongoing pandemic. The council has supported businesses and residents throughout this period and will continue to drive our economic recovery and growth in the future. A vibrant economy will attract new businesses, which in turn will provide more jobs and opportunities for our residents and encourage further growth and investment across our district.

The council will continue to look to improve town centers and local business centers, so that they become high-quality places to live and work, providing opportunities to retain local talent and skills and improve social mobility.

By providing local opportunities, supporting businesses and employers, and investing in our town centres we will create places that attract and retain people who want to invest, live, work, and visit our area.

What we want to achieve, our critical outcomes

- **CO17:** Local employment average salary levels are sufficient to allow residents to live and work locally, retaining our skilled workforce for the benefit of our local economy
- **CO18: (MTP)** Skills and education opportunities for the young are promoted to allow them increased access to employment opportunities
- **CO19: (MTP)** Enterprise and innovation are supported, helping businesses to adapt and survive and to sustain our local economies
- **CO20:** Inward investment is targeted to increase local opportunities and regeneration of our town centres and growth in business communities
- **CO21:** Tourism is increased through the showcasing of our local culture and heritage
- **CO22:** Growth in SMEs (Small and Medium sized Enterprise) and business start-ups is stimulated through guidance and support, in partnership with our local partners
- **CO23: (MTP)** Working with partners a wide range of local employment opportunities are generated for the future growth and prosperity of the area

What we will do to measure this; our key activity and how we measure success

We are accountable for the delivery of the outcomes contained within this plan and will ensure that the delivery and performance against these will be fully reported and scrutinised through the production of an Annual Delivery Plan. The Annual Delivery Plan will be refreshed each year to reflect the work already done and the changes and development of innovative approaches to service delivery, based on engagement and feedback from our customers and partners.

We will remain transparent in our reporting of performance through quarterly updates and scrutiny review and will demonstrate with Key Performance Indicators our measures of success. This will ensure that there is a link between the work we are doing towards key activities and the outcomes in the Corporate Plan. Our plans will be ambitious but deliverable.

We will develop the use of information and external data to further demonstrate how our actions are impacting on the residents of the district and to help inform the future direction of the Corporate Plan and our Key Activities. As we will not have full control over these outcomes and some are long term trends, we will look to measure this through the direction of travel and as such these will not have specific targets assigned to them. However, monitoring them will identify trends over time and changes we might need to react to.





The journey ahead

The corporate plan sets out our ambitions for the future of the district. To turn this ambition into reality we need to work together with all our communities and partners in an integrated approach to place shaping and community development.

We will be looking to develop a new place shaping narrative and a community commitment to developing those who are vested in the area, delivering for our residents and with our communities, with the long term interests of our place, our people and our planet at its heart.

The council will monitor the delivery of the outcomes and activities it has set itself, taking action to ensure that our commitments are met in line with the policies and strategies we have agreed.

Our culture, values and behaviours will be an essential part of implementing this plan and depends on having the right people and skills in place. We need to retain, recruit, and develop our staff to deliver the best services for our residents and businesses. Member development will be equally important as councillors are the elected representatives of our residents and the conduit for those residents to hold the council to account.

In addition to this, we need to transform our services and structures to put customers at the heart of all we do, generating efficiencies, maximising the use of our assets, and ensuring all our decisions are transparent and based on sound evidence. We live in an ever changing environment and need to keep up to date in the way we deliver services and work with our communities, and as such we will look at how we can ensure there is easy access to our services, in a way that reflects modern practices and customers needs, using our assets and technology to help deliver this.

We believe that we can deliver this ambitious plan, that will transform the lives of our residents, underpinned by our commitment to do the very best for the people of our district.





Let's do it together

We all have a stake in our district's future. We invite everyone – people, community groups, organisations of every sort, whether public, private, or voluntary – to make a commitment to fully embrace the change we all want to see. Everyone has a right to access high-quality services and live in a thriving, healthy and green place. In return, we also have responsibilities to our district and to our local communities.

We will:

- 1 Treat you well and fairly:** we will provide you with the best possible public services with the resources we have. We will always respond promptly when you contact us, resolve issues as quickly as possible, and treat everyone with respect and fairness. We will be transparent about our decisions.
- 2 Let you decide what is best for you:** we will always look to involve you in decisions that affect your life.
- 3 Fight your corner:** if you have complex problems in your life, we will work with you to help you live your best life. No one will need to deal with their problems in isolation.
- 4 Be lean and use our resources well:** as we face financial challenges, we will look for efficiencies internally before we cut any services. We will deliver the best value for money we can.
- 5 Innovate:** we will create a culture which promotes innovation, always looking for ways to improve our services and our relationship with communities and individuals.

Help us by:

- 1 Doing your bit to make Harborough green, clean and safe:** keep your local neighbourhood clean and tidy through not littering, graffitiing, or fly-tipping. Make more sustainable choices, recycle, and minimise your waste. If you can walk or cycle instead of driving, then do it – protect the environment and your own health.
- 2 Having a healthy lifestyle:** from staying active to having a balanced diet, there are multiple ways to improve your health and wellbeing. Embrace them!
- 3 Contributing to your community:** there are many ways to leave a positive mark on your community: volunteer, become a mentor to someone who would benefit from your experience, donate blood, organise a charitable event, help your neighbours.
- 4 Choosing Harborough:** choose Harborough as a place to live, work and play. Spend your money locally and support local businesses. If you are a local business, invest locally and employ local people.
- 5 Talking to us:** have a say in decisions that affect you and let us know if we are not delivering what we promised.

Get in touch

Be involved in shaping the future of Harborough:

Visit our website: www.harborough.gov.uk

Email us: customer.services@harborough.gov.uk

Keep in touch – sign up to our online newsletters:

For residents: www.harborough.gov.uk/newsletter

For businesses: www.harborough.gov.uk/business-newsletter

Call us: 01858 828282 (available from 8am to 5pm - closed for training from 9am to 9.30am on Wednesdays)

Text: 07860 041 908

Write to us at: Harborough District Council, The Symington Building, Adam and Eve Street, Market Harborough, Leicestershire, LE16 7AG

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