

1. ARTICLE 1 - THE CONSTITUTION

1.1 Powers of the Council

The Council will exercise all its powers and duties in accordance with the law and this Constitution.

1.2 The Constitution

This Constitution, and all its appendices, is the Constitution of the Borough Council of Oadby and Wigston.

1.3 Purpose of the Constitution

- 1.3.1 enable the Council to provide clear leadership to the community in partnership with citizens, businesses and other organisations;
- 1.3.2 support the active involvement of citizens in the process of local authority decision-making;
- 1.3.3 help Councillors represent their constituents more effectively;
- 1.3.4 enable decisions to be taken efficiently and effectively;
- 1.3.5 create a powerful and effective means of holding decision-makers to public account;
- 1.3.6 ensure that no one will review or scrutinise a decision in which they were directly involved;
- 1.3.7 ensure that those responsible for decision-making are clearly identifiable to local people and that they explain the reasons for decisions;
- 1.3.8 provide a means of improving the delivery of services to the community; and
- 1.3.9 stimulate a strategically-led organisation with appropriate delegation of power, effective performance management and the effective use of resources.

1.4 Interpretation and Review of the Constitution

- 1.4.1 Where the Constitution permits the Council to choose between different courses of action, the Council will always choose that option which it thinks is closest to the purposes stated above.
- 1.4.2 The Council will monitor and evaluate the operation of the Constitution as set out

in Article 14.

1.5 Interpretation of Terms

Throughout this Constitution, references to the masculine gender shall be taken to mean both the masculine and the feminine gender and expressions in the singular shall include, where appropriate, the plural.

1.6 The Council's Vision and Corporate Objectives (2019 - 2024)

1.6.1 The Council's Vision (Vision)

'A Stronger Borough Together'

"Improving the lives of our communities"

This is supported by three Corporate Objectives which aim to serve our residents, communities, businesses and partners to the highest standards, improving our Borough as a place to live, work and visit.

1.6.2 Corporate Objective One (CO1)

'Building, Protecting and Empowering Communities'

"Be proud of your Borough as a place to live"

- (i) This objective looks to not only build suitable accommodation to meet the needs of the community, delivering housing, attract people to our Borough to live, reducing homelessness and the causes of homelessness, but to also build upon our strong communities, engaging with them and building greater community cohesion.
- (ii) We also want to protect our communities, not just working with the Police to tackle crime, antisocial behaviour and enforcement, but to address health needs across the Borough. We will work with health partners, including the Fire Service, to improve health equality, meaning nobody should feel excluded and reducing loneliness created by the modern world.
- (iii) We will empower our communities, generating positive involvement, not only through the work of Councillors within their wards and neighbourhood forums, but to engage a greater proportion of our Borough, engaging with those who often feel disenfranchised. We will increase our volunteering

opportunities and encourage our communities to get more involved, taking greater responsibility for where they live, work and play.

1.6.3 Corporate Objective Two (CO2)

'Growing the Borough Economically'

"Realise the aspirations of the Borough, benefiting those who live and work here"

- (i) This objective aims for our Borough to be the best it can be, economically. We will work with businesses – from local sole traders to multinational corporations to explore how we can help businesses develop and grow within our Borough whilst attracting new organisations to the Borough. This will not only provide greater opportunities for employment for our residents and regeneration opportunities, but also help our local students with opportunities to stay within the Borough whereas they may be forced to look further afield for such opportunities.
- (ii) The Borough has a rich array of attractions that should attract people to the Borough, but sadly we are not maximising these. We will market the Borough as a place that is worth visiting, working with partners to create a 'joined-up' approach. We will also identify what areas of demand we are lacking and look to plug those gaps – increasing the reasons to visit the Borough. We will also look at our entertainment and night-time economy and look to create a sustainable and enjoyable environment where people can enjoy the Borough through a host of opportunities in the evenings.
- (iii) The Council will look to be more commercial in regards to generating income that can protect frontline services and not have to cut them. We will look to maximise the value our assets can provide and look at ventures that could generate commercial income rather than increase taxes on our communities.

1.6.4 Corporate Objective Three (CO3)

'Providing Excellent Services'

"Delivering those services needed to the highest standard whilst providing value for money"

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- (i) This objective for our Borough is to put the customer first – getting things right first time and providing services to the highest standards. The Council has always aspired to provide excellent services for all of our customers, be they residents, businesses, partner organisations or internally, meaning that we need to understand their needs. The Council has already shifted to focussing on outcome delivery, and we will ensure that we will get things right at the first opportunity we have.
- (ii) The Council will aim to achieve the prestigious and nationally recognised 'Customer Service Excellence Award' to demonstrate that we are achieving what we have set out to do. The award is a quality-mark award that rates how the services received by residents are delivered by the Council. We will use this award as a driver of continuous improvement and enable our staff to improve their skills which will enable further improvements in the delivery of services.
- (iii) We will also be utilising technology to make life safer for our residents or the implementation of smart technology in the homes of the vulnerable to allow them instant access to services, alongside the utilisation of technologies to improve our effectiveness in delivering our services.

1.7 The Council's Values

The Council has created its own values framework. The 'ARTIC' values underpin the way the Council works at all levels of the organisation and with everybody the Council interacts with. The Council's five chosen values and their descriptors are:

1.7.1 **Accountability (V1)**

Proud to take full responsibility for actions and to see tasks through to completion. Objectively reviewing individual performance and actively looking for feedback and improvement.

1.7.2 **Respect (V2)**

Act with honesty, fairness and equality at all times. Demonstrating a sensitive understanding for both staff member and residents' time and opposing views.

1.7.3 **Teamwork (V3)**

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Committed to sharing information, skills and experience. Displaying a pro-active and inclusive approach to problem solving by openly inviting co-worker and stakeholder input.

1.7.4 **Innovation (V4)**

Robustly strive for service improvements through effective innovation. Analysing problems and past performance to seek solutions that drive value and increase customer satisfaction.

1.7.5 **Customer Focus (V5)**

Develop a mindset that aims to exceed our resident and stakeholders growing expectations. Going the extra mile to provide customer delight and re-assurance.