

## **Stevenage Borough Council – Cooperative Council Principles**

- The council as a strong community leader
- Working together with the community and other agencies to provide services based on needs
- Communities empowered to design and deliver services and play a role in their local community
- A clear understanding between the council and our communities – this is what we do, this is what we will help you to do
- Joined-up and accessible services that offer value for money and focus on the customer.

## **Characteristics of a co-operative council**

- Develop a shared vision with the community
- Demonstrate transparency of decisions
- Exhibit a clear knowledge of the specific needs of the community
- Offer choice - services that meet community need
- Provide services that are personalised and community based
- Embed an open, creative and reflective culture
- Be a fair council that treats people equally and with respect
- Focus on our customers
- Maintain strong relationships with community leaders and local groups
- Develop staff with the right skills and capacity to deliver
- Support councillors to know their community and lead their community