

**Hinckley & Bosworth
Borough Council**

Have your say on the community governance review

SUR747438087

Which of the following best describes how you are responding to this survey?: On behalf of a local business

Name of business:: [REDACTED]

Your position within the business:: Director

Postcode of the business:: LE10 [REDACTED]

How strongly do you agree or disagree that the current governance arrangements within Hinckley reflect local identities and interests?: Strongly disagree

Please explain the reason for your answer:: In our lived experience, the governance arrangements within Hinckley do not adequately reflect local identities or interests. Instead of fostering a sense of community, transparency, and shared decision making, the current structures often feel disconnected from the people and businesses they are meant to serve.

Our concerns include:

Lack of meaningful engagement: Community voices are not consistently sought or genuinely incorporated into decision making processes.

Business impact not considered: Local businesses have faced repeated challenges where governance decisions or bureaucratic delays have undermined ability to operate sustainably.

Disconnection from local identity: Rather than celebrating and building upon the unique character of Hinckley, governance often imposes generic or poorly communicated initiatives that fail to resonate with residents and entrepreneurs.

Reactive rather than proactive culture: Issues are frequently handled only after they escalate, rather than being anticipated and managed collaboratively.

For governance to truly reflect local identities and interests, it should prioritise openness, accountability, and active listening, ensuring that decisions are grounded in the lived realities of the community rather than distant or detached policy frameworks.

How strongly do you agree or disagree that the current governance arrangements within Hinckley provide an effective and convenient local government?: Strongly disagree

Please explain the reason for your answer:: In our lived experience, the governance arrangements within Hinckley are neither effective nor convenient. Instead of enabling residents and businesses to thrive, the systems in place are often characterised by inefficiency, inconsistency, and a lack of accessibility.

Our concerns include:

Ineffective communication: Decisions and processes—particularly around licensing and business operations—are poorly explained, leaving us uncertain about requirements, timelines, and outcomes.

Bureaucratic delays that harm business: We have faced prolonged delays and unclear instructions, costing both time and revenue.

Perceived uneven treatment: In our experience, outcomes have sometimes appeared to depend less on the merits of the case and more on long standing personal relationships within the council. This creates a perception of unfairness and undermines confidence in governance.

Inconvenience in resolving issues: Problems that should be addressed quickly often require repeated chasing and escalation, draining both resources and morale.

Lack of accountability: When mistakes or oversights occur, responsibility is rarely acknowledged, leaving local businesses to carry the consequences.

A truly effective and convenient local government would demonstrate transparency, fairness, and consistency, while working with residents and businesses to resolve issues promptly. Unfortunately, our lived experience with HBBC has been the opposite.

Specifically thinking about Hinckley, please indicate whether you feel there is need for a change. For example, by merging, altering, or creating a new parish/town council::

Unsure/don't know

Please provide reasons for your answer:: We are somewhat unsure whether a change in governance is the right step, as our experiences with Hinckley & Bosworth Borough Council (HBBC) have been very mixed over time.

Prior to owning [REDACTED], The directors have worked collaboratively with HBBC for over 40 years and never encountered major difficulties. Outside of experiences with [REDACTED], the Council was approachable, cooperative, and effective in supporting long-term service delivery. That positive history makes our more recent experience all the more surprising.

Since operating, and from our experiences purely with [REDACTED], our dealings with HBBC have been very different. We have often found that the governance arrangements no longer reflect the identities and interests of the local community, nor do they operate in a way that is effective or convenient.

Poor communication and lack of responsiveness: Interactions have been marked by delays, unclear guidance, and an absence of genuine dialogue. This has created barriers rather than support, particularly for businesses trying to contribute positively to the local economy and community life.

Limited support for local business and culture: Instead of working collaboratively with us to sustain and grow our venues, HBBC has too often adopted a reactive stance that complicates rather than enables. Decisions frequently appear detached from the realities of those living and working in the

area.

Inconsistency with local identity: The governance approach has not celebrated or supported the distinctive culture, character, and enterprise within Hinckley. This leaves residents and businesses feeling undervalued and unheard.

By contrast, our experience with Leicestershire County Council (LCC) has been the complete opposite. LCC has consistently shown:

- Clarity and professionalism in communication
- Proactive problem-solving and collaboration
- A willingness to engage with local voices and adapt processes in ways that feel both fair and supportive

This stark difference suggests that changes in governance arrangements could help ensure Hinckley's structures are more closely aligned with the community's identities and interests. A model that mirrors the transparency, accountability, and collaborative spirit we have experienced with LCC would:

- Empower residents and businesses to play an active role in shaping their area
- Ensure governance is effective, convenient, and responsive to real needs
- Build pride and trust in local identity, strengthening the sense of community

It is important to say that some departments within HBBC are excellent and have always been professional, responsive, and supportive. Our concerns are mainly with certain areas where communication and collaboration have fallen short, particularly around business support.

While we remain uncertain whether a structural change is the best route forward, we are clear that improvements are needed. At present, the governance arrangements in Hinckley do not consistently reflect or support the people they serve, and that gap must be addressed for the community to thrive.

Do you wish to be consulted directly on any draft recommendations arising from the review relating to your area?: Yes

Please provide your email address:: [REDACTED]