

North West Leicestershire District Council

The way North West Leicestershire District Council is run and the delivery of its services is weak (on the scale: excellent/good/fair/weak/poor).

What are North West Leicestershire Council's main strengths?

- It provides strong leadership within the community and has made a significant contribution to improving the area.
- It has sound financial standing and its housing benefits, rent collection and refuse collection services perform well.

What are North West Leicestershire Council's areas for improvement?

- Its long-term ambitions for the area are not clear and few outcomes have been identified.
- It lacks sufficient resources and the systems required to ensure that it will achieve in all of its priority areas.
- Some of its services, such as council tax collection, have been performing poorly over a period of time.
- It needs to make progress to ensure that the standard of its houses is maintained and that it can meet the expectations of tenants.

Date: 16 September 2004

What is the Audit Commission's role in CPA?

- *The Audit Commission is an independent body working to check that public money is being spent well on local government, housing, health and criminal justice services.*
- *Comprehensive performance assessment (CPA) is about helping councils to deliver better services to local people.*
- *Councils are being reviewed in county groups from June 2003 to early autumn 2004.*

What do District councils do?

- *District councils provide, directly and in partnership with others, a variety of services to meet the needs of the local community. Services provided typically include housing, waste collection, leisure facilities and dealing with housing benefits.*
- *The money for these services comes mainly from council tax, government grants and fees and charges.*

What happens next?

- *North West Leicestershire District Council will use our report to help it improve the services that it provides to local people. You can get more information from the council's website on www.nwleicsdc.gov.uk or by telephoning 01530 454545.*