

Useful Information

Should you require further help please find our details below.

Post:

North West Leicestershire District Council,
Council Offices,
Coalville,
Leicestershire,
LE67 3FJ

Email

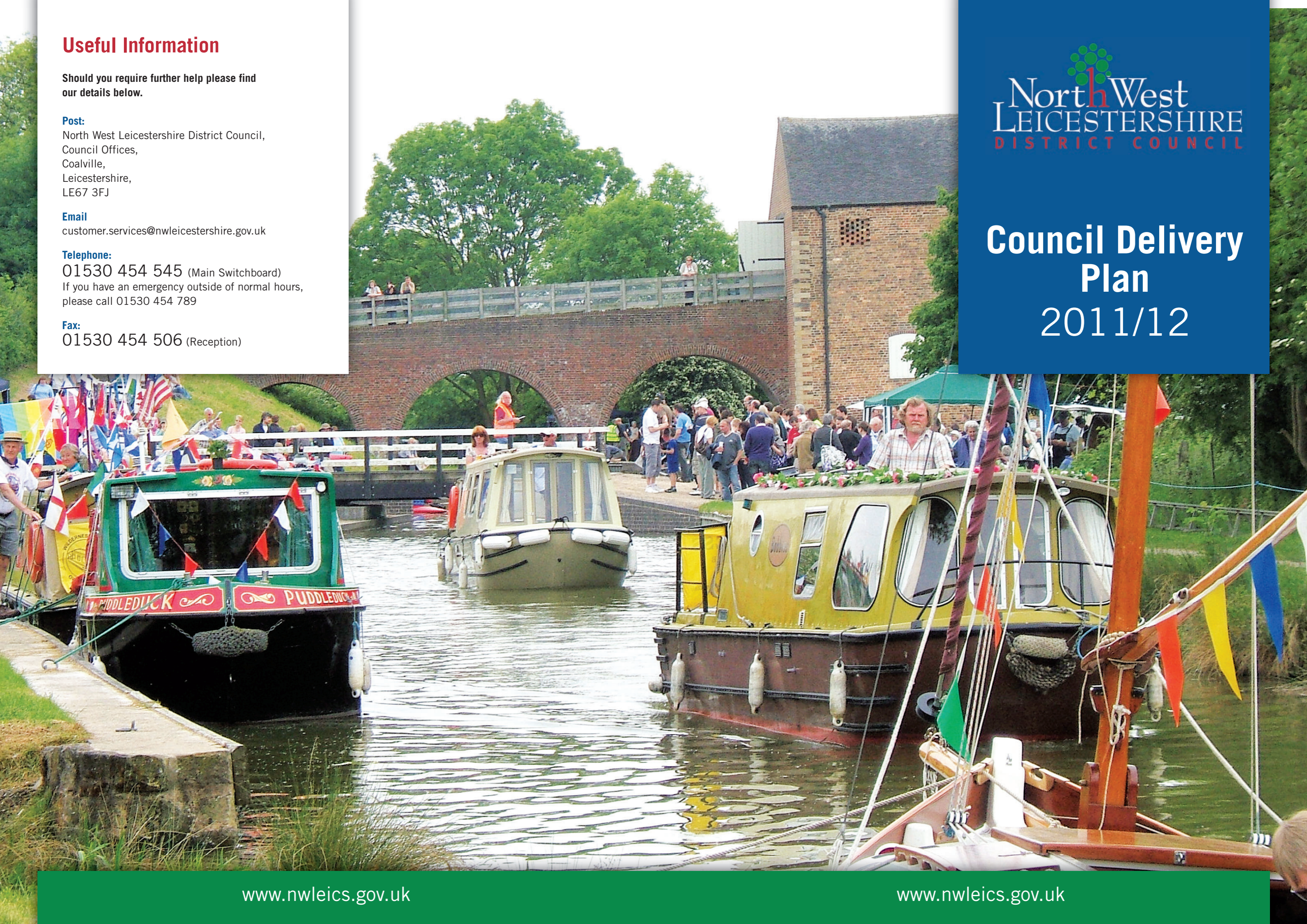
customer.services@nwleicestershire.gov.uk

Telephone:

01530 454 545 (Main Switchboard)
If you have an emergency outside of normal hours,
please call 01530 454 789

Fax:

01530 454 506 (Reception)





'We are very fortunate to live in an area full of character, thanks to our busy market towns, close-knit rural villages, rolling farmland and wooded countryside'.



'We will be putting local people at the heart of our services and during 2011/12 we will be working more closely with you to improve the services you value'.

Building Confidence in the Council's Performance

The Council continues its drive to improve its performance across all services and we have made significant improvements across the Council during 2010/11. You can read about the Council improvements and how they are making a difference to people's lives on our website -

www.nwleics.gov.uk

We continue to be recognised nationally for our achievements winning a number of awards in 2010/11

- Green Apple award for our Green Business Network
- Recycling Team of the Year
- The Urban Design Group's Public Sector Award for Ourplace,
- Tourism Oscar at the Enjoy England awards for our Ashby-de-la-Zouch tourist information staff.

At the heart of our work to further improve the services that people value will be a performance programme focussing on:

- Actively engaging our customers and communities in shaping our services as set out in the Public Involvement Plan
- Responding to locally elected Members case work and views
- Valuing the views of our partners and customers to improve our performance
- Engaging external best practice and benchmarking to challenge what we do and how we do it
- Establishing clarity on what outcomes we are aiming to achieve to support the Council's priorities
- Working as one Council and one Team to deliver the best we can



Year 5 Donisthorpe Primary School children worked with local artist Jo Potter on their Respect project



Introduction...

Welcome to our Council Delivery Plan for 2011/12, which sets out how we intend to improve North West Leicestershire in the years ahead.

The District sits at the heart of the National Forest and is a unique blend of the old and the new with a history that dates back to Saxon times. It is also home to a thriving international airport and a broad range of manufacturing, distribution, and retail businesses.

We are very fortunate to live in an area full of character, thanks to our busy market towns, close-knit rural villages, rolling farmland and wooded countryside.

In 2011/12 we will be focussing on four priority themes which will shape our work and enable us to concentrate on improving the services which matter most to the people of North West Leicestershire. This means putting local people at the heart of our services and during 2011/12 we will be working more closely with

you through the Public Involvement Plan to improve the services you value.

Ensuring we deliver value for money has never been more important than in the current economic climate. We have already taken significant steps to reduce our costs through a broad range of initiatives. This year we have to make some more tough choices about funding while ensuring we continue to deliver the services that are important to our customers to the highest possible standards.

We would like to thank everyone who has worked with use over the last year to improve the services that we deliver, and look forward to building on our successes during 2011/12 and beyond.



Richard Blunt
Cllr Richard Blunt
Leader
North West Leicestershire District Council



Christine E. Fisher
Christine E Fisher
Chief Executive
North West Leicestershire District Council

What we plan to do in 2011/12

Our vision for the future.



New Housing Development, Diseworth

'North West Leicestershire will be a place where people and businesses feel they belong and are proud to call home'.

Delivering this vision is the focus of our four priorities and ensures that we concentrate on using our resources to deliver what really matters to local people and businesses.

Council's priorities for 2011/12



Farmers Market, Ashby-de-la-Zouch

- **Pride in the Community**
We aim to improve the wellbeing of people in North West Leicestershire
- **Improving our Town Centres**
We aim to make our Town Centres better places to live, work and visit
- **Green Footprints Challenge**
We aim to make people feel proud to be part of a greener district
- **Value for Money**
We aim to provide Council services that people feel provide good value for money



Managing the Council's Finances - 2011 to 2015

Ensuring that we deliver value for money has never been more important than in the current economic climate. In December 2010, the Government informed all authorities of their Local Government Finance settlement. Taking into account local trends, the net effect on the Council's budgets is a reduction of 27% for those two years.

During these challenging times the Council has strived to be creative, innovative and thorough in looking at opportunities to make savings internally and externally. This has included shared services with other authorities, new income opportunities and working closer with the business sector and local partners. These will be the key drivers for the future direction of the Council.

Following the District elections in May 2011 the new Council will need to continue to

seek new sources of income, reconsider existing fees and charges and challenge the sustainability of delivering the existing range of Council services. Ultimately the target of cash savings still to be achieved is a further £2.2 million.

This settlement covers two years: 2011/12 and 2012/13. It has also been estimated that for the following two years to 2014/15, the total level of savings required may reach 40% (approximately £4 million).



Hermitage Leisure Centre, Coalville

Improving our Town Centres

Our Town Centres are better places to live, work and visit

What we want to achieve	How we plan to achieve it
Businesses choose to locate in our Town Centres	<ul style="list-style-type: none"> To support existing businesses
People choose to spend time in our Town Centres	<ul style="list-style-type: none"> To co-ordinate improvements to the appearance of our Town Centres To run events which attract people to our Town Centres To ensure businesses are safe for staff and customers



Proposed Tesco development, Coalville

Pride in the Community

The wellbeing of people in North West Leicestershire is improved

What we want to achieve	How we plan to achieve it
People feel safe in their community	<ul style="list-style-type: none"> To develop a range of activities for young people To work with partner organisations to reduce anti-social behaviour To protect children and vulnerable adults
People live healthy active lifestyles	<ul style="list-style-type: none"> To improve leisure facilities across the District
People have pride in communities where they feel they belong	<ul style="list-style-type: none"> To improve the decency of homes To develop a Community Plan for each of the District's community forum areas To co-ordinate local community events To develop attractive outdoor spaces To reduce instances of environmental crime To provide a choice in the location and type of accommodation offered



Hood Park Outdoor Swimming Pool, Ashby-de-la-Zouch

People feel proud to be part of a greener district

What we want to achieve	How we plan to achieve it
Businesses are motivated to be greener	<ul style="list-style-type: none"> To co-ordinate the Green Business Network To influence more sustainable developments through the ourplace scheme
Residents are inspired to live a greener lifestyle	<ul style="list-style-type: none"> To encourage activities that help support local wildlife To maximise the amount of waste diverted away from landfill To improve the cleanliness of the environment To encourage energy efficiency To work with community partners to improve the local environment
Residents feel that the Council demonstrates community leadership in being green	<ul style="list-style-type: none"> To improve the energy efficiency of existing assets To develop more energy efficient methods of service delivery To protect vulnerable environments using planning legislation



Veg Factor session, Ashby-de-la-Zouch

People feel Council services provide good value for money

What we want to achieve	How we plan to achieve it
Customers are happier with services provided	<ul style="list-style-type: none"> To develop a Public Involvement Plan To support elected Members in their role as Community Leaders To make improvements to the Planning service
Customers feel their opinions are valued	<ul style="list-style-type: none"> To ensure customers can access the services they need To improve the quality of our customer services
Customers feel the Council is spending money well	<ul style="list-style-type: none"> To undertake and implement service reviews that identify the most cost-effective means of service delivery To ensure the community better understands how we spend money To engage the community in discussions over priority budget areas



Improving roofs in Ashby-de-la-Zouch