

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)

Council Delivery Plan 2012/13



'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'.

Moira Canal Festival

Introduction...

Welcome to our Council Delivery Plan for 2012/13, which sets out how we intend to improve North West Leicestershire in the year ahead.

The economic climate during 2011/12 has meant that it has been a difficult year for both the Council and the community that we serve but despite this we can be proud of our achievements during the past year including:

- 85% of our residents now feel safer thanks to a significant reduction in the number of reported cases of anti social behaviour because of the work of our Stronger & Safer Communities team together with the Police and other agencies.
- the **'Don't Muck Around'** campaign (run jointly with Charnwood Borough Council) which saw a 50% fall in litter dropped from cars, a 14% reduction in fly tipping and a 41% drop in dog fouling across both districts;
- the first district council in Leicestershire to be awarded the "Achieving Level" for the Equality Framework in Local Government.
- over 4,000 tonnes of CO₂ has been saved

through our recycling initiatives with residents. At the same time we have raised over £1 million in income from selling on the recycling material collected from our residents, which goes towards reducing the costs of waste collection.

Looking forward, a key area of investment for us in the years ahead will be our continued work on improving the quality of tenants' homes and thereby ensuring all council homes meet the Decent Homes Standard by 2015. The recent approval of the draft Housing Revenue Account (HRA) Business Plan by Cabinet will result in over £70m investment in tenants' homes over the next 10 years.

We would like to thank everyone who has worked with us over the last year to improve the services that we deliver, and look forward to building on our successes during 2012/13 and beyond.



Richard Blunt

Clr 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 2012/13

Our vision for the future



Ashby Canal

'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 2012/13



Statutes Fair, Ashby-de-la-Zouch

- **Value for Money**
We aim to provide Council services that people feel provide good value for money
- **Business and Jobs**
We aim to make the District a better place to live, work and visit
- **Safer and Healthier District**
We aim to improve the wellbeing of people in North West Leicestershire
- **Green Footprints Challenge**
We aim to make people feel proud to be part of a greener district



Value for Money

People feel Council services provide good value for money

What we want to achieve	How we will achieve it
Customers are happier with services provided	<ul style="list-style-type: none"> • To support Councillors in their role as Community Leaders • To ensure customers can access the services they need • To improve the quality of our customer services • To ensure that planned changes to Housing and Council Tax benefit are implemented in a timely and efficient manner • To improve the customer contact centre
People feel the Council are spending money well	<ul style="list-style-type: none"> • To deliver the savings set out in the Council's Medium Term Financial Strategy • To ensure the community better understands how we spend money • To engage all sectors of the community in discussions over spending plans



David Wilson Homes at Poppy Fields, Ellistown

Business and Jobs

Our District is a better place to live, work and visit

What we want to achieve	How we will achieve it
Businesses choose to stay in our District	<ul style="list-style-type: none"> To support existing businesses through understanding their issues and expectations Use procurement to increase the Council's use of locally based suppliers To enable Small & Medium Size Enterprises and the Voluntary Sector to participate in procurement activities across the public sector To work in partnership with the newly formed Coalville Town Team
People choose to spend time in our District	<ul style="list-style-type: none"> To advise, guide and support local groups and organisations to deliver events which attract people to our Town Centres To ensure businesses are safe for staff and customers To work with residents, businesses and organisations to improve town centre environments
New businesses choose to locate in North West Leicestershire	<ul style="list-style-type: none"> To promote economic development To develop a relationship with the Leicester and Leicestershire Enterprise Partnership which enhances North West Leicestershire's business reputation



Brass at Breedon

Safer and Healthier District

The wellbeing of people in North West Leicestershire is improved

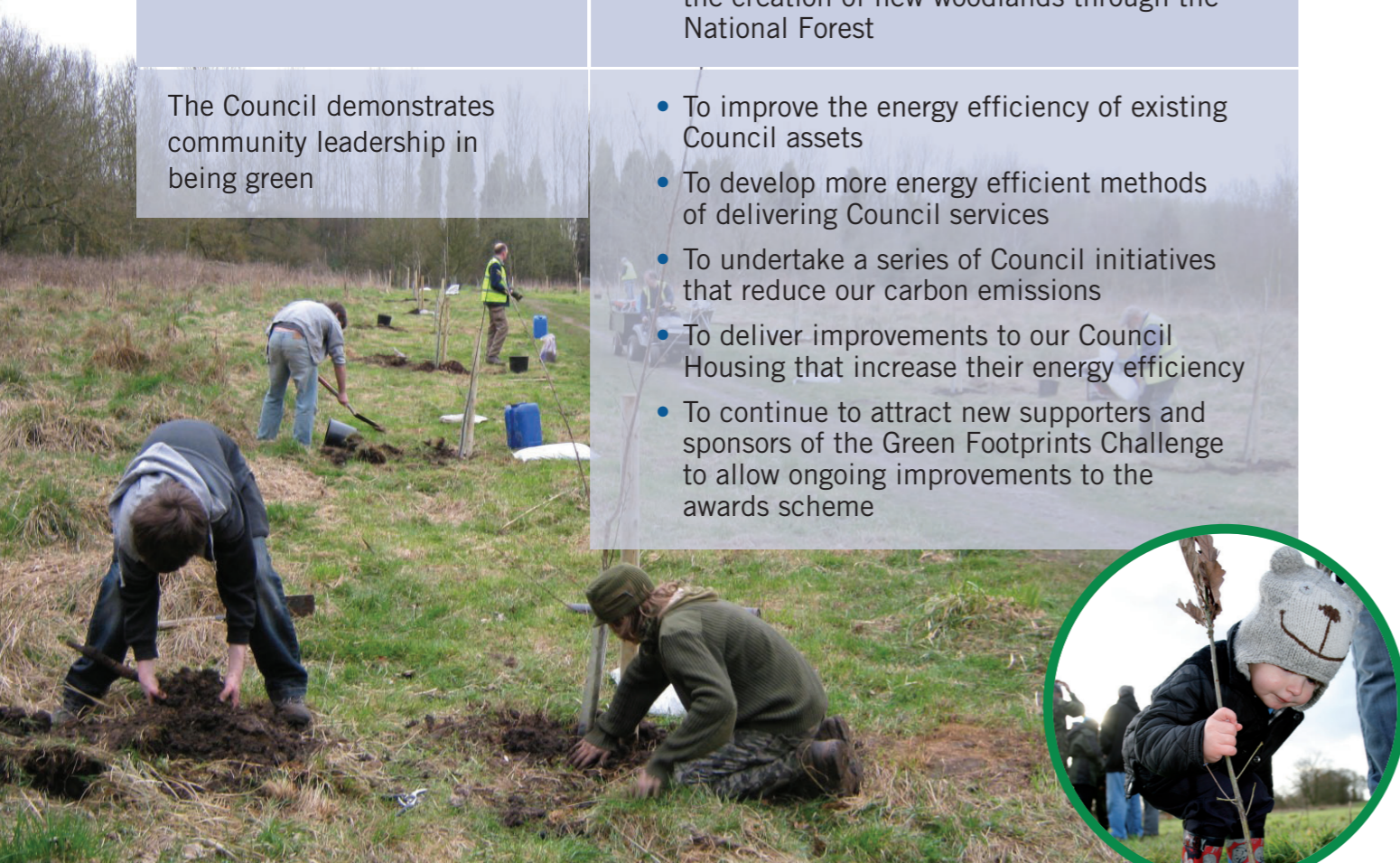
What we want to achieve	How we will achieve it
People feel safe in their community	<ul style="list-style-type: none"> To co-ordinate and promote a range of activities for young people To work with partners to reduce crime and anti-social behaviour To promote the protection of children and vulnerable adults
People live healthy active lifestyles	<ul style="list-style-type: none"> To promote and deliver opportunities for participation in sport and physical activity To promote and support organisations to deliver community events To co-ordinate local access to health improvement services
People feel proud to live in their communities	<ul style="list-style-type: none"> To improve the quality and choice/accessibility of housing To promote public engagement in the provision of services To improve the local environment through education and enforcement To positively respond to the Localism Act



Music in the Park at Castle Donington

People feel proud to be part of a greener district

What we want to achieve	How we will achieve it
Businesses are motivated to be greener	<ul style="list-style-type: none"> To identify opportunities through procurement for businesses to be greener To coordinate 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 and support schools in the District to take part in the Eco Schools programme To increase levels of recycling through diverting waste away from landfill To encourage energy efficiency To work with community partners to improve the local environment To promote existing woodlands and support the creation of new woodlands through the National Forest
The Council demonstrates community leadership in being green	<ul style="list-style-type: none"> To improve the energy efficiency of existing Council assets To develop more energy efficient methods of delivering Council services To undertake a series of Council initiatives that reduce our carbon emissions To deliver improvements to our Council Housing that increase their energy efficiency To continue to attract new supporters and sponsors of the Green Footprints Challenge to allow ongoing improvements to the awards scheme



Planting trees in the National Forest

Managing the Council's Finances - 2012/13 to 2014/15

Continuing to ensure that we deliver value for money in the services we provide is as important as ever in the current economic climate as the Government moves forward with its deficit reduction programme. Central Government funding to local authorities has continued to fall.

For 2012/13 our Government grant allocation was reduced by 14% compared to 2011/12. Through our medium term financial planning, the Council had anticipated such a reduction, and has continued to identify and deliver savings to meet overall expected funding reductions up to the end of 2014/15.

It is expected that total annual savings of £1.5M will be required over this period, of which £654,000 has been found for 2012/13, by way of contributing to a zero increase in the level of District Council Tax for a further year. Our financial planning assumes that the level of District Council Tax will not rise before 2015/16.

The Council will continue its drive for efficiency, economy and effectiveness in

everything it does and will also continue with the regular monitoring of income and expenditure. This will ensure that any issues affecting budgets are identified and appropriate action taken in a timely manner.

From 1st April 2013, the Government is making some important changes to its funding regime for local authorities which includes the Council retaining a significant proportion of the growth in Business Rates it collects. Whilst the details have yet to be finalised, the Council will be monitoring them as they emerge so as to make an early assessment of their effect on the income of the Council.



Measham High Street

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 2011/12. 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 2011/12 such as the;

- **'Don't muck around'** anti dog fouling campaign which was highly commended at the **'How Do'** Public Service awards
- Our Legal Services Team were recredited under the Lexcel scheme
- We have been short listed in the innovation category by **'Keep Britain Tidy'** awards panel 2012

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

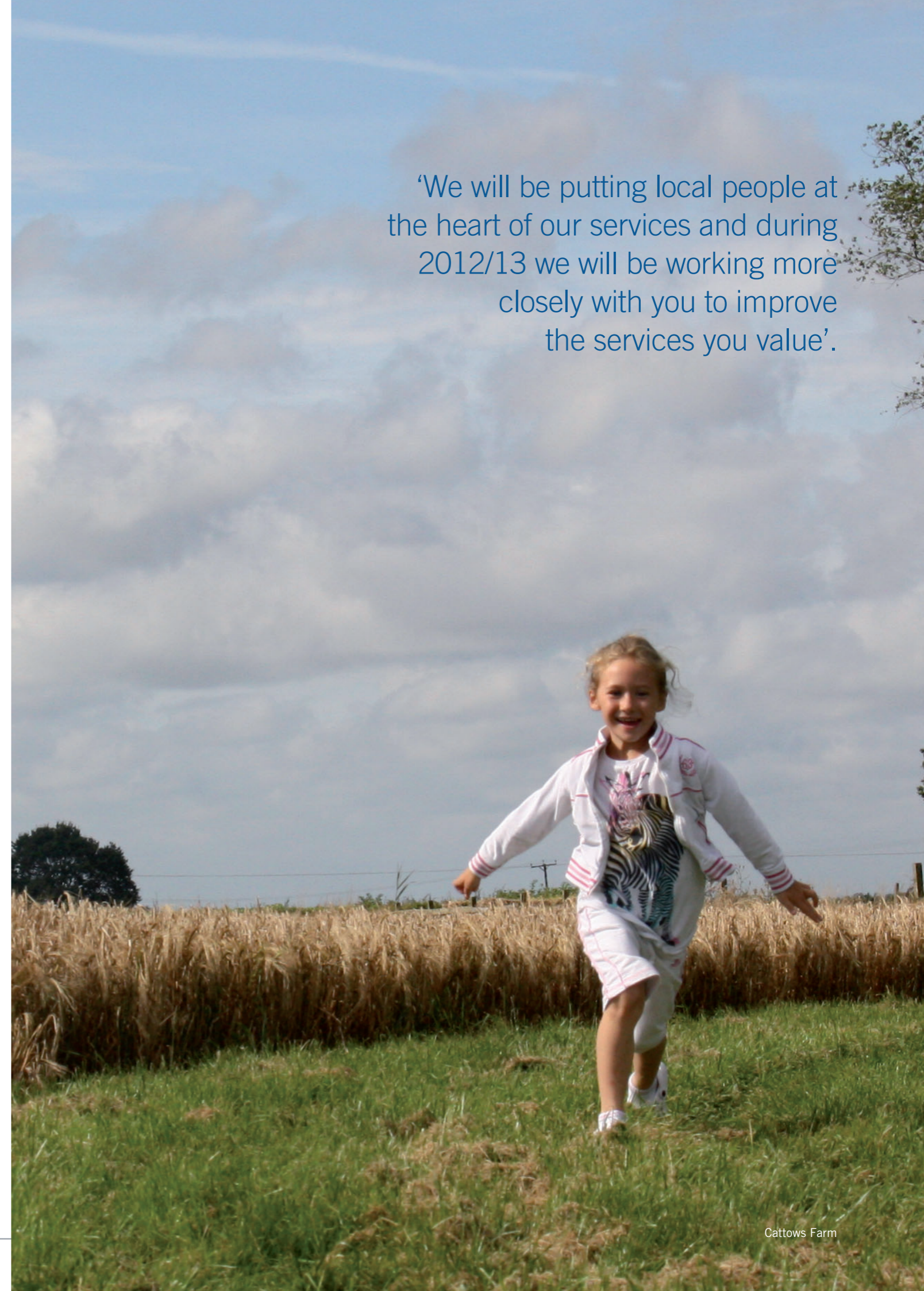
- Actively engaging our customers and communities in shaping our services
- Responding to local Councillors case work and views
- Valuing the views of our partners and customers to improve our performance
- Engaging external best practice and benchmarking to challenge what we do and how we do it
- Establishing 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



Clean up at Mantle Lane Bridge



'We will be putting local people at the heart of our services and during 2012/13 we will be working more closely with you to improve the services you value'.



Cattows Farm