

Charnwood Borough Council

The way Charnwood Borough Council is run and the delivery of its services is fair (on the scale: excellent/good/fair/weak/poor).

What are Charnwood Borough Council's main strengths?

- It provides some good-quality services in priority areas, such as economic development, promoting a sustainable environment and leisure.
- It has clear ambitions for the borough. It works effectively with its local strategic partnership and has a clear understanding of local issues.
- It is debt free and has the financial capacity it needs to achieve change. It has a number of plans for the future improvement of services.

What are Charnwood Borough Council's areas for improvement?

- It performs poorly in ensuring that all its homes meet the government's decent homes standard and it has not improved some priority areas, such as recycling and housing re-let times.
- Some of the important systems that should support the council's services, such as performance management and risk management, are not yet fully in place.
- It needs to improve key service areas, such as customer services and recycling, in partnership with other organisations.

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 borough councils do?

- *Borough 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?

- *Charnwood Borough 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.charnwoodbc.gov.uk or by telephoning 01509 263151.*