

Epping Forest District Council

The way in which Epping Forest District Council is run and the delivery of services is **good** (on the scale: excellent/good/fair/weak/poor).

What are Epping Forest District Council's main strengths?

- It has clear aims, consults effectively with its local community and has good relationships with partner organisations.
- It is financially sound; councillors and staff are committed to working positively for the benefit of the local community.
- It has a good housing service; recycling performance is currently good and it is effective at collecting council tax and paying benefits. Most of its services are improving.
- It has invested effectively in staff training and computer systems in order to improve its services.

What are Epping Forest District Council's main areas for improvement?

- It needs to ensure that service planning and performance management processes are consistently applied across all of the council's services.
- Written plans do not clearly and consistently express the council's intentions to lead the community and provide good services.

Date: 24 June 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?

Epping Forest District Council will use our report to help it to improve the services that it provides to local people. You can get more information from the council's website on www.eppingforestdc.gov.uk or by telephoning 01992 564000.