








Key Activity Quarterly Report (Quarter 1, 2021/22)

Action Status	
	Red (Planned actions have not been achieved or have missed their target date. Issues now impacting on delivery or expected outcomes)
	Amber (Most actions completed. Some issues recognised which may impact on delivery or expected outcomes.)
	Planned actions completed, project on track. There are no known issues.
	Completed


Council Priority: The Place Keeping the District a great place to live, work and visit

Key Activity	Status	Progress	Next Steps	Team	Portfolio
KA.01.01 Implementation and monitoring of the adopted Harborough Local Plan (2011-2031)		- Implementation of the Harborough Local Plan is ongoing. Monitoring of key indicators set out in the monitoring framework is ongoing.	- Continued implementation and monitoring.	Strategic Planning;	Strategy


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.01.02 Begin the review of the adopted Harborough Local Plan (2011-2031)		- Review of whether the Local Plan remains up to date, is complete. Outcomes of the internal officer review and associated recommendations reported to Cabinet 5 July 2021.	- Project planning of next Local Plan. - Preparation of Local Development Scheme.	Strategic Planning;	Strategy


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.01.03 Review our Community Safety function in order that it remains able to identify and address key issues of crime and disorder		- Priorities for the 2021/22 year have been agreed and the Community Safety Action Plan for the 2021/22 year has been produced. - Revised Terms of Reference for the Community Safety Partnership have been agreed.	- Draft Public Spaces Protection Order to be considered by the Cabinet in September 2021. - Prepare quarterly report for the Office of the Police and	Community Partnerships	Wellbeing


		<ul style="list-style-type: none"> - The consultation process for the new public spaces protection order on psychoactive substances has been completed. - A Noise Action Week/Anti-social behaviour campaign was held in May 2021. - The Community Safety Partnership is continuing to lead on the Council's night-time economy recovery plan. During Quarter 1, regular meetings were held with partners internally. Officers also regularly attended the Leicester, Leicestershire and Rutland night-time economy meeting to encourage a joint approach to the recovery of the night-time economy in the local area. - Officers attended the County-wide Domestic Abuse Perpetrators Board which is working with perpetrators, via an agreed programme, to help to reduce incidents of domestic abuse in the County. - Officers attended regular meetings of the county-wide Domestic Abuse Act and funding meeting to decide to how domestic abuse funding will be delivered across the county. - A Safer Streets Bid for Lutterworth Town Centre was produced which resulted in £108k of funding being received. - A draft Community Safety Partnership Action Plan was produced. 	<p>Crime Commissioner.</p> <ul style="list-style-type: none"> - Launch the Safer Summer Campaign (July/August 2021). - Delivery of Safer Streets Lutterworth Bid. - Recruitment of new Domestic Abuse Housing Link Worker. - Recruitment of new Young Persons Officer. - Launch domestic Abuse campaign in September 2021. 		
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.01.04 Development of the local visitor economy.		<ul style="list-style-type: none"> - Produced a new slimline VisitHarborough leaflet for distribution within and outside the District. - Purchased a quantity of VisitHarborough branded tourism leaflet racks for distribution across the District. - Lutterworth Town Centre Masterplan has been completed and ready to be considered by 	<ul style="list-style-type: none"> - As local tourism attractions and accommodation start to recover, the visitor information strategy to support local businesses will be implemented. - Lutterworth Town Centre Masterplan is due to be 	Economic Development	Finance


		Cabinet and Council in September 2021.	considered by Cabinet and Council in September, together with a draft implementation plan. - Work will continue on the Market Harborough Town Centre Masterplan with the aim of completing this within the current financial year.		
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.01.05 Continue the Programme of review of the Council's Conservation areas.		- Shearsby Conservation Area Appraisal drafted and currently out for public consultation.	- Complete public consultation on draft Shearsby Conservation Area Appraisal. - Review prioritisation and agree next Conservation Area Appraisal to be undertaken.	Strategic Planning	Strategy

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.01.06 Develop a Masterplan to maximise the potential of Welland Park, Market Harborough.		- As part of the work around creating efficiencies but also offering more choice to residents a piece of work has started to look at Welland Park. This is an opportunity to develop the site to encourage more use, offer activities for all residents and encourage wildlife as part of the Cleaner Greener Harborough. - We have had our first meeting with the Ward members on site and this went well with all parties having a similar view to the future of the site and securing what is also good about the site at present.	- There will be consultation with the public to ascertain their views on the site, what is good, what does not work, what would they like to see on site in the future and this will form part of the decision making process and the strategy for the next ten years. This will be part of a wider consultation piece of work done in October 2021.	Strategic Planning	Strategy

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.01.07 Explore the benefits of the development of a Rural Strategy.		- During Quarter 1, procurement of an external organisation to lead on the development of a Rural Strategy began.	- Award contract and commence work on the Rural Strategy in Quarter 2.	Community Partnerships	Strategy


Council Priority: The Place Encourage Enterprise


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.02.01 Encourage the entrepreneurial SME economy through the Innovation Centre, Harborough Grow-On Centre, Harborough Market and business support frameworks, to recover and prosper following the impact of the Coronavirus.		- Ambitious business plans for Harborough Innovation Centre, Harborough Grow-On Centre and Harborough Market were agreed as part as the BC25 process. Implementation of these is well on track, with a growing number of tenants and occupancy at all three.	- Continue to actively promote and recruit new tenants at both Business Centres, with Harborough Innovation Centre on track to be at 75% occupancy by 1 August 2021 (from 48% during pandemic), and Harborough Grow-On Centre due to have three tenants by 1 September 2021. - Celebrating 800th anniversary of Harborough Market during September 2021.	Economic Development	Finance

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.02.02 Develop partnerships with Schools, Universities and Centres of Excellence to provide services in the District.		- Post-Covid, starting to re-establish relationships with schools in order to organise career events later in the year. - Continuing to roll-out to the Kickstart programme, with over 50 placements established via the Council's Gateway.	- Supporting various school career events in Autumn 2021. - Further promotion of the Kickstart programme, including producing case studies, to increase the number of businesses offering placements.	Economic Development	Finance


			- Continuing to support the CLEAR Project at Magna Park to develop a research, innovation, education and training facility for the logistics and the supply chain industries at Bittesby House and developing a careers video for the logistics and distribution sector.		
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**Council Priority: The Place
Enable Delivery of Quality Homes for All**


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.03.01 Achieve delivery of an appropriate mix and type of affordable housing that meets local need throughout the District, across all tenures		- During Quarter 1, 18 affordable housing units were delivered. It is anticipated that the target for the 2021/22 year (171 affordable units) will be met.	- Continue to work closely with partner organisations to negotiate the Council's affordable housing requirements and bring affordable housing into the District. - Continue to seek other affordable housing opportunities as and when they arise.	Community Partnerships	Wellbeing


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.03.02 Provision of effective housing advice and Prevention of Homelessness (including a review of accommodation for the homeless).		- A trainee housing advisor was recruited to the Housing Team. - An online Private Landlord's Forum was held. - Reviewed the team structure and a part-time housing advisor has moved to a new role as Review Officer. This has taken work from the other housing advisors and has meant that	- Recruit an apprentice accommodation officer to work with people in temporary accommodation. - Continue to develop a property in Market Harborough into temporary	Community Partnerships	Wellbeing

		there is now a dedicated Review Officer. - Continued to run a community project meeting to discuss how different community groups can help the same vulnerable clientele.	accommodation. - Issue a newsletter to follow up on the Private Landlord's Forum.		
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.03.03 To bring long-term empty properties back in to use.		- Reactive inspections took place to respond to complaints. - Proactive work restarted, old cases were re-contacted and new inspections started.	- Ongoing work to address worst cases and continue inspections.	Regulatory Services	Wellbeing


Council Priority: The Place Improving the Environment


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.04.01 Provide effective local air quality management		- Continued to monitor and report Air Quality throughout the District using diffusion tubes. - Continued to monitor air quality along the A6 in Kibworth (since 3 June 2020) using a mobile Air Quality sensor (Zephyr). - Continue to have discussions with our planners and Leicestershire County Council concerning Section 106 monies that may be available towards funding junction improvements in the Kibworth Air Quality Management Area (AQMA). - We have drafted our Air Quality Annual Status Report (ASR) for 2021 and will be taking it to Cabinet on 6 September 2021.	- Continue to monitor Air Quality in the District. - Continue to explore possible methods of funding for junction improvements in the Kibworth AQMA.	Regulatory Services	Planning

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.04.02 Review parish, community and voluntary sector support.		- Regular contact with parish councils, and other potential community asset holders, to implement Built facilities Strategy and spending	- Implementation of new Section 106 process. - Allocate Section 106	Community Partnerships	Wellbeing


		of Section 106 Community Facility and Open Space allocations continued to take place. - Allocated Section 106 funding via Executive Sub Committee (June 2021). - Section 106 process has been updated and approved by Council. This included new application forms and guidance documentation.	funding via Executive Sub Committee (September 2021).		
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.04.03 To promote a clean environment through campaigns and enforcement		<ul style="list-style-type: none"> - Dog Fouling campaign launched (including via local radio). This is going well, with increased patrols in hot spot areas and stencilling on the footpath. - Several enforcement actions were taken for fly-tipping and littering. In addition, fixed penalty notices were issued for instances of littering from vehicles. - Social Media posts were issued daily and this continues to highlight areas where fly-tipping has occurred. - New signage was installed to ask for help from anyone who may have been passing by and witnessed instances of fly-tipping. These are being used at fly-tipping sites. - Contact with parish councils and residents listening to areas of concern and then patrolling these. - New littering campaign has worked really well around the Lutterworth area, now going into the east of the District with a dedicated campaign day. Press, Social media all being covered. 	<ul style="list-style-type: none"> - Due to the success of the littering campaign we have now become the lead on a Leicestershire-wide campaign to cover all areas using Harborough District Council signage. - A radio advert to promote the campaign is also being developed. 	Environmental Services and Health & Safety	Planning

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.04.04 Prepare for re-procurement of the Environmental Services Contract		On hold until 2023, as the Council has extended its contract with FCC until 2025.	TBC.	Environmental Services and Health & Safety	Planning


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.04.05 To Ensure all Council Activities work towards the being Carbon Neutral by 2030		<ul style="list-style-type: none"> - Climate emergency action plan consultation launched (31 May 2021 to 31 July 2021). - Draft Inventory of emissions completed. - Draft District emissions completed. - Council working group and officer group meetings recommenced. - Funding for electric vehicle charging points obtained. - Funding for housing retrofit obtained. 	<ul style="list-style-type: none"> - The Council is considering potential for BEIS (Business, Energy and Industrial Strategy) funding to improve energy efficiency of Council buildings. - installation of 10 charging points (due summer 2021). - domestic energy retrofit (commencing summer 2021). 	Regulatory Services	Planning


Council Priority: The People Promote Health and Wellbeing

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.05.01 Deliver and Commission a range of health and wellbeing activities and work with partners to develop long-term sustainable health and wellbeing outcomes		<ul style="list-style-type: none"> - Wheels For All: we have worked with the local Wheels For All organisation and have continued to deliver bi-weekly cycling sessions for adults with learning disabilities, which has been extremely well attended. The sessions at Welland Park have enabled over 40 people with disabilities this year to continue cycling and the participants and partner organisations are extremely grateful for the use of the tennis courts provided by the Council. - School Activity Packs: the Active Harborough team supported the Learning South Leicester School Sports Partnership in putting together 1,268 Activity packs for school children, co-ordinated by our school sports partnership. The bags took weeks of planning with suppliers. Activity packs have been delivered to 83 schools in South Leicestershire and will be 	<ul style="list-style-type: none"> - Continue to work on the Commissioning Plan and ensure that we deliver on the targets set out within it. - Link our wider work with the ongoing Health and Wellbeing Strategy. 	Community Partnerships	Wellbeing


		<p>handed to children who would have been participating in the targeted face-to-face programmes during the summer term.</p> <ul style="list-style-type: none"> - Active Families: the Volunteers working on the Active Families Programme have now all received 'grab bags' for engaging with families throughout the summer, meaning that they can build a rapport with the targeted families through physical activity. - Broughton Astley Volunteer Group: the Team has been invited by the Broughton Astley Volunteer Group to be in attendance for the Rural Community Council Coffee van events. The coffee mornings are specifically targeting those who have been isolated over the last 15 months due to covid, and to build confidence in the community. We will also use the opportunity to engage with residents to find out what activities they might like to do to help with the community covid recovery process. - Treasure Hunt Trail: we, along with our partners at the school sport partnership, Blaby District and Oadby & Wigston Borough Councils have developed a South Leicestershire-wide Olympic themed treasure hunt trail for the six-week summer holiday, under the partnership banner 'Active Together South Leicestershire'. We have produced a QR code-based activity hunt, and have been tracking live data on participant numbers. We encourage families to visit different parks and areas of interest throughout the six-week summer holiday period. 			
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		- Community Referral Programmes: GP referral and specialist programmes (e.g. Cardiopulmonary rehab & Cancer prehab) have started to recommence and have returned back both within the community and leisure based settings across Harborough District. We are working with Healthcare professionals and GP surgeries across the District to open up these pathways more regularly and offer provision for those referrals coming through.			
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.05.02 In response to the coronavirus to consider the leisure offer in Market Harborough and Lutterworth.		<p>- During Quarter 1 Leisure Centres returned to a more normal routine, at all of our sites, and cafes reopened within them. We are working with the centres to develop different types of wellbeing activities to support those within the District who wouldn't necessarily attend a leisure centre-type environment.</p> <p>- We worked closely with the Local Integrated Locality Team to deliver a wellbeing garden project to support older people and reduce our carbon footprint.</p> <p>- Work also continued on developing the Skatepark at Welland Park and some ideas were generated to move this project forward.</p>	<p>- Continue to develop the Wellbeing Garden project.</p> <p>- Work on a dementia Walk to be located at Welland park or Lutterworth Country Park.</p>	Community Partnerships	Finance


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.05.03 Provide domestic energy efficiency advice and measures through Harborough Warm Homes and encourage households to participate in		- Energy efficiency measures under ECO3 are now going ahead after a pause during the initial lockdown period. Installations are taking a slightly longer to complete due to Covid-19	<p>- Hold another auction for ichoosr in October 2021.</p> <p>- Harborough Energy will continue with ECO3.</p>	Regulatory Services	Planning

the Council's Collective Switching initiative		precautions. - The May 2021 Switch and Save event took place. A healthy number of households registered.	- LAD scheme will deliver energy efficiency for over 70 properties (mainly Platform Housing Group).		
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.05.04 Develop a Young Peoples' Strategy.		- Job advert placed for Young Persons Officer to lead on engagement and Strategy development.	- Appoint successful candidate and commence work during Quarter 2.	Community Partnerships	Strategy


Council Priority: The People Support Vulnerable People of All Ages

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.06.01 Review the role of the voluntary and community sector in providing support to vulnerable groups, particularly post the coronavirus pandemic.		- Commenced procurement of an external organisation to carry out a Voluntary Sector Mapping and Needs Assessment.	- Award Contract and commence work in Quarter 2.	Community Partnerships	Wellbeing


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.06.02 Continue to develop the Lightbulb offer for households.		- Work resumed on the delivery of the adaptation and improvement programme. A plan has been developed by Lightbulb to enable service recovery. - Additional resources were identified by Lightbulb to address any backlog of cases. - Lightbulb website went live. - The hoarding project has started, and local referrals are being made for additional support/intervention. - Roll-out of the "Attend Anywhere" software to Housing Support Coordinators and Technical Officers to improve the ability to undertake	- Continue to promote the lightbulb services internally for referrals.	Regulatory Services	Wellbeing

		virtual/remote inspections took place.			
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.06.03 Provision of a 24-hour Lifeline Service		<ul style="list-style-type: none"> - Lifeline has continued to provide a full service to all customers during the Coronavirus outbreak with some minor changes to practice. - Customer numbers fell from 718 to 677 at the end of June 2021 (target is 734 by end of March 2022). This is a direct result of mortality due to the Coronavirus pandemic (service terminations as a result of customer deceases have doubled). - Financial position is improving due to growth, efficiencies and a reduction in the deficit (cost of the service to the Council) is currently forecast. 	<ul style="list-style-type: none"> - Resume marketing of service as pandemic eases. - Relocation to The Symington Building and Digitalisation project work now complete. Both of these projects will help to secure the future of the service on an efficient and sustainable basis. - Changes to service to realise benefits to continue through year. - Review of operations and staffing in progress. 	Commissioning and Lifeline	Wellbeing

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.06.04 Delivery of the agreed objectives and recommendations of the Armed Forces Covenant		<ul style="list-style-type: none"> - The Armed Forces Bill continues to progress. It has completed the committee stage in the House of Commons. The third reading is scheduled for 13 July 2021. Following passage through the House of Lords, Royal Assent is expected later in the Autumn, to take effect in a years' time (summer 2022). - The Council's Armed Forces Officer (AFO) continues to work with the Local Government Association Armed Forces Officer Network. The most recent meeting took place on 10 June 2021. - The first draft of detailed Statutory Duty Guidance (SDG) has been received and is under review. A template has been provided for submission of case studies showing best practice for possible inclusion in the SDG. 	<ul style="list-style-type: none"> - Attend MoD consultation events. - Feedback on draft SDG via the Local Government Association. - Formal project set-up to commence in August 2021. - LLR engagement to continue. 	Legal and Democratic Services	Corporate


		<ul style="list-style-type: none"> - The Ministry of Defence (MoD) is planning a series of consultation events. Over the summer, Council representatives will be attending two: 7 Brigade East Covenant Legislation Focus Group (10 July 2021), LGA Armed Forces Covenant Network (4 August 2021). - Leicester Leicestershire and Rutland (LLR) collaborative approach to drive consistency and efficiencies continues to be pursued. - Updates have been provided to the Leader, Portfolio Holder and AFO as the Bill progresses. Updates have also been included in the Councillor monthly newsletter. 			
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.06.05 Housing of homeless applicants who the Council has a duty to		<p>This Key Activity is concerned with the number of homelessness cases who have secured accommodation for at least six months during the Quarter.</p> <p>Accommodation secured for six months includes any private rented accommodation, social housing or supported housing (where there is an option for at least a six-month tenancy), or other accommodation where the applicant is likely to have a tenancy for at least six months. The accommodation can be secured by the Council or by the applicant. Either way it is counted as a successful prevention or relief of homelessness.</p> <p>The number of cases who have successfully secured accommodation has risen. This could be due to a number of factors including a rise in the number of available social housing properties as Housing Associations are slowly moving back to pre-pandemic turnover times.</p>	<p>We are working with Leicestershire district and Rutland councils in a joint Rough Sleeping Initiative programme. This provides a pathway for anyone sleeping rough or at risk of sleeping rough to secure appropriate accommodation.</p> <p>It should help us to reduce the number of applicants who are unable to secure housing through the council's usual methods. It will assist those who the council has found to be 'intentionally homeless' as these are sometimes excluded from the housing register, due to their previous tenancy behaviour.</p>	Legal and Democratic Services	Corporate

		<p>Similarly, private rented accommodation is returning to more regular availability within the district.</p> <p>The majority of applications that the Housing Team are unable to secure longer-term accommodation for are those who have lost contact with the Council. Again, this could be for a number of reasons. Primarily it is because the applicant has resolved their own housing need or their situation has changed, such as a change in relationship status or reconciliation with family members. Of course, there may be some negative outcomes, for example if an applicant goes to prison, or passes away. We endeavour to find out the outcome of an individual's circumstances but usually if an applicant has resolved their situation then their contact with the Council will cease as our service is primarily a support service and the need for support is likely ended.</p> <p>Some statistics related to Quarter 1 are as follows:</p> <ul style="list-style-type: none"> - 88% of prevention cases closed during the quarter were housed - 2 cases not housed while in the prevention stage, 1 lost contact and the other was not housed within 56 days of assistance and no further action was required after this date - 95% relief cases closed during the quarter were housed - 1 relief case lost contact, - 3 relief cases were not housed within the 56 days of assistance, they were then found to not be in priority need 	<p>The Rough Sleeping Initiative provides intensive support, outreach and some supported accommodation options.</p> <p>Harborough District Council, in partnership with Hinckley & Bosworth, Blaby and Oadby & Wigston Councils, continues to hold Landlord Forums and regular e-newsletters to educate and engage private sector landlords across South Leicestershire. The hope is that this will increase communication between the councils and private landlords and reduce unlawful evictions or tenancy issues.</p> <p>The Council is looking into options for an Empty Homes Leasing scheme which could reduce the number of long-term empty homes in the District by providing a tenancy for homeless households.</p>		
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		<p>and therefore the council had no further duty to them</p> <ul style="list-style-type: none"> - 1 relief case was not housed within the 56 days of assistance and ultimately found to be intentionally homeless and therefore the council had no further duty to them - 50% (1 out of 2) cases closed during the main duty stage were housed - 1 case lost contact/withdrew their application for homelessness assistance. 			
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Council Priority: The People Empowered Communities

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.07.01 Liaise with parishes to understand local need and enable them to provide services in their locality (including post-Coronavirus needs and support).		<ul style="list-style-type: none"> - There has been ongoing communication with parishes including a fortnightly update. - Continued support to parishes through telephone calls, email and virtual meetings. - Criteria for Community grant 2021/22 agreed. - Annual Survey of parish councils completed. - A virtual parish Clerk meeting was arranged but cancelled due to lack of interest. 	<ul style="list-style-type: none"> - Launch of Community Grant. - Preparation for Annual parish Liaison meeting (due to be held in (November 2021). 	Community Partnerships	Strategy


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.07.02 Support the preparation of Neighbourhood Plans		<ul style="list-style-type: none"> - Hallaton referendum successful (plan adopted). - Misterton with Walcote referendum successful (plan adopted). - Leire Neighbourhood Development Plan Examiner appointed. 	<ul style="list-style-type: none"> - Completion of Leire and Gilmorton Examination with Cabinet report to consider recommendations. - Prepare for Leire and Gilmorton referenda if 	Strategic Planning	Strategy


		<ul style="list-style-type: none"> - Gilmorton Neighbourhood Development Plan Examiner appointed - Foxton Review Plan Regulation 16 complete and Examiner appointed. - Neighbourhood Development Plan grants applied for Hallaton and Misterton with Walcote (total £40k). 	<p>successful at Examination.</p> <ul style="list-style-type: none"> - Completion of Foxton review Examination. - Prepare for Foxton referendum if required by examination. - Apply for grants for Leire, Gilmorton Neighbourhood Development Plans when referendum date set (total £40k). - Apply for Foxton review Neighbourhood Development Plan grant (£10k if examination only, £20k if examination and referendum). - Validation and Regulation 16 consultations to take place as plans are submitted to the Council. Examiners to be appointed as required. 		
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Council Priority: Your Council Deliver Financial Sustainability for the Future


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.08.01 Develop and adopt robust methodology for business cases to deliver cost savings and income generation proposals.		- The Budget Challenge 25 (BC25) project has started in earnest with three tranches of cost centres all looking for savings and income generations opportunities. Tranche 1 is now completed with Tranche 2 and 3 expected to be completed in Quarter 1 of the 2021/22 year.	- Review business proposals on a case-by-case basis, as part of the upcoming Medium-term Financial Strategy work.	Finance Services	Finance


Council Priority: Your Council Responsive and Accessible Services


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.09.01 Implement the Change Programme in order to improve the customer experience, deliver efficiencies, and maximise use of online submissions portals.		- The change programme is currently being reviewed and combined with other large scale projects and the BC25 actions. There are a number of key projects that are progressing, the main one being the CXM project to implement the Netcall CRM system. This is progressing on track and is being monitored by the programme board. - The governance and monitoring arrangements are being reviewed and the use of the Pentana system is being rolled out to aide reporting. This will be in place for Quarter 2.	- Revised governance and reporting/monitoring arrangements to be finalised and implemented. - A wider change programme to be brought together to show all change activity for the authority. - Use of the Pentana system to be rolled out.	Corporate Services	Corporate

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.09.02 To ensure effective Strategic Communications across the District to keep residents informed of Council		- Consistent communications around the Council's response to the Covid-19 crisis and the recovery phase has been distributed to	- Continue to support the Council's leadership of the recovery phase across the	Communications	Strategy

Services and Key Activities.		<p>stakeholders via appropriate channels in a timely way. Some key channels, including the Council's social media profiles, have been developed during the response to the crisis and the recovery phase, with high-quality content that has achieved good engagement rates.</p> <ul style="list-style-type: none"> - Development of video content for our social media profiles to show the human face of the Council. - Good engagement in key campaigns including layby litter campaign, Thank You Day, and climate emergency consultation. 	<p>District, supporting the Recovery Cell and sub-cells with communication planning and implementation, and working with LRF (Local Resilience Forum) partners.</p> <ul style="list-style-type: none"> - Continue to support the communication needs of Council services in line with the emerging new Corporate Plan. - Refresh of the Council's Communications Strategy. 		
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.09.03 Finalise and implement a Community Governance Review of Parishes.		- The final recommendations were approved by Council in January 2021. The review is now complete.	- Completion of Reorganisation Order to bring approved recommendations into force (effective date likely to be October 2021).	Corporate Services	Corporate

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.09.04 Review the Customer Services Strategy.		- Due to the Coronavirus pandemic, and the needs of the community hub, work has not yet progressed on the development of a Strategy.	- It is anticipated that work will restart on the reviewing the Customer Services Strategy in the next Quarter.	Customer Services and Engagement	Corporate

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.09.05 Develop an Engagement Strategy.		- Due to the Coronavirus pandemic, and the needs of the community hub, work has not progressed on the development of a Strategy. However, surveys and consultations have continued following best practice.	- It is anticipated this work will begin in the next Quarter.	Customer Services and Engagement	Corporate