



Corporate Plan

2021/22



Introduction

Welcome to Harborough District Council's Corporate Plan which sets out the Council's vision and its priorities for the District. Our Corporate Plan will focus on our aspirations for Harborough District over the 2021/22 year. It also includes our key achievements in the last year (2020/21).

This Corporate Plan is based on information about the area and its residents and identifies how we will achieve our long-term vision, what our key priorities are and how we will deliver the services our residents want.

Against a background of reduced Central Government funding, and the severe impact of the coronavirus pandemic, the Council has continued to deliver quality services across Harborough District including the development of significant plans and strategies which will shape the future of our District for many years to come.

The Council continues to strive for efficient and effective budget management including the delivery of challenging efficiency targets in order that its services remain fit for purpose, cost-effective and deliver value for money.

Funding for local government continues to change fundamentally with the removal of the Central Government Grant and the requirement in the future for councils to rely on income from Council tax, business rate growth and charging for services.

Looking forward, through its Change Programme, the Council will continue to challenge itself on the way that services are accessed by businesses and residents, providing more services online, making improvements in how to pay for services and allowing people to manage their customer accounts online.

The Council will continue to review services for further efficiencies and income opportunities to maintain the financial stability of the Council in the medium term and ensure that we can continue to provide high-quality services for our residents and businesses.

Work is ongoing to make better use of our property assets by continuing to redevelop Council-owned assets and sites. The Council has set out an ambitious Capital Programme including the redevelopment of garage sites for housing, improved leisure provision, and a new Grow-on Centre to provide office space for small and medium enterprises following on from the success of the Harborough Innovation Centre.

It is hoped that this programme will create a vital source of revenue benefitting Council services and taxpayers as a whole.



Cllr Phil King
Leader
Harborough District Council



Norman Proudfoot
Chief Executive
Harborough District Council

Welcome to Harborough District

Harborough District, situated in the heart of the Welland Valley in rural South Leicestershire, is well known for its rolling countryside, picturesque villages, historical market towns and unique independent shops. The town of Market Harborough is home to the award-winning Harborough Market.

With a population of around 85,000 and around 37,000 homes, the main settlements are Market Harborough, Lutterworth and Broughton Astley. There are more than 90 villages – many with populations of less than 200.

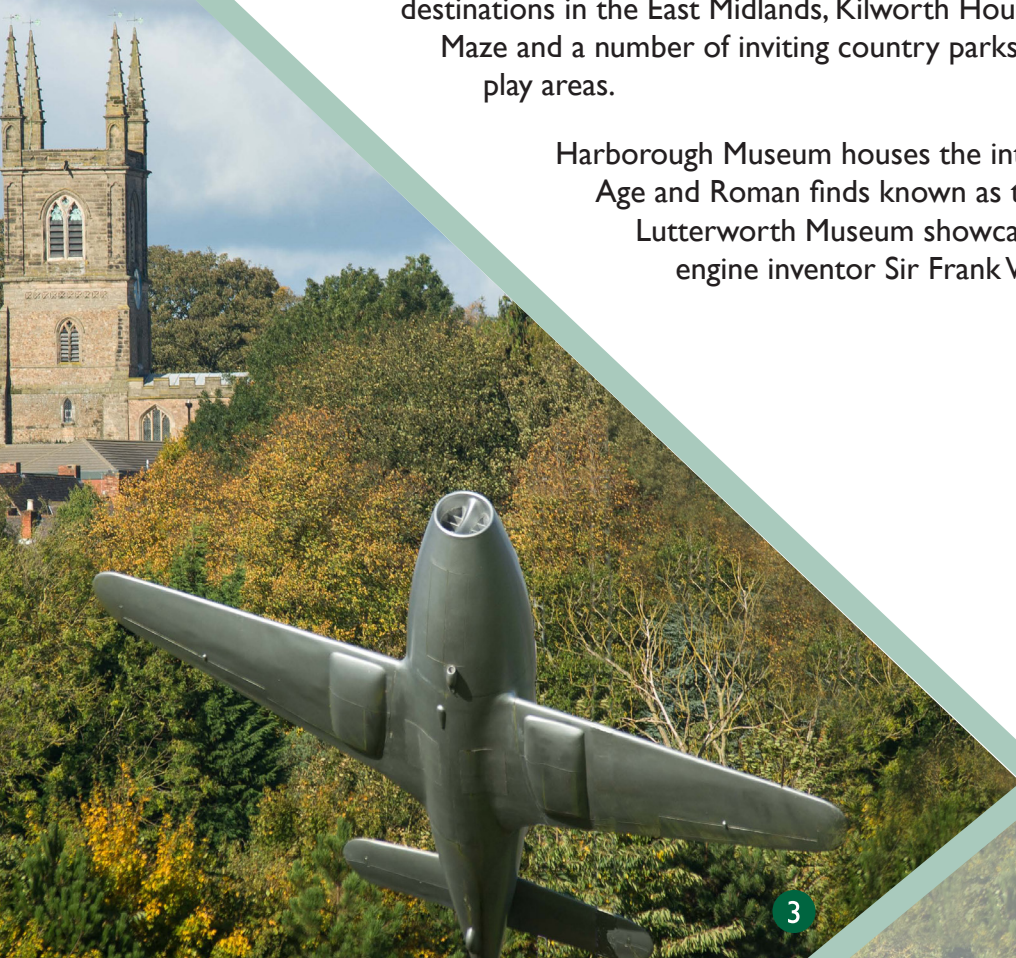
The District is one of the most sought-after places in which to live in the East Midlands with property prices remaining strong, leading to increased demand for new housing, services and facilities.

The District regularly features in 'best places to live' surveys in national publications due to it being relatively affluent with low crime rates, low unemployment, high owner-occupancy, high skills levels and above average earnings. It has good schools, and accessibility to larger town and cities, the M1 motorway and direct rail links to London.

High streets remain vibrant with the local business community relatively resistant to economic challenges. Independent shops attract business from far and wide, whilst dynamic and exciting community events attract visitors and harness the abundant community spirit. We work hard to encourage business and economic benefits, promote training and apprenticeships, and work with partners to open up new funding streams. Harborough District has a high number of home-based businesses supported by the investment by the Council in Superfast Broadband.

The District retains a strong sense of heritage and character, boasting a number of tourist attractions including Foxton Locks which is one of the most popular destinations in the East Midlands, Kilworth House open-air theatre, Wistow Maze and a number of inviting country parks, cycle routes and family play areas.

Harborough Museum houses the internationally important Iron Age and Roman finds known as the Hallaton Treasure, whilst Lutterworth Museum showcases the pioneering work of jet engine inventor Sir Frank Whittle.



Our Vision

To secure a prosperous future for the people of Harborough District

Our Priorities



The Place

A safe, enterprising and vibrant place



The People

A healthy, inclusive and empowered community



Your Council

Creative, proactive and efficient

Our District



Market Harborough



Foxton Locks



Kibworth



Broughton Astley



Achievements for 2020/21 and Priorities for 2021/22



**The Place: a safe, enterprising
and vibrant place**

Key achievements in 2020/21

We have:

- Adopted and are implementing Harborough District's Local Plan to manage future development across the District.
- Continued to take a proactive approach to tackling fly-tipping which resulted in a number of fixed-penalty notices and prosecutions.
- Opened the Grow-on Centre building in Market Harborough to provide office space and encourage businesses to locate within the District.
- Continued to work with the Community Safety Partnership to ensure that Harborough District remains one of the safest places to live in the East Midlands.
- Continued to provide CCTV coverage in the District to improve community safety.
- Continued to promote tourism through the 'Visit Harborough District' website.
- Taken a proactive approach to improve how we deal with housing and homelessness.
- Provided £340k+ in grants to support community projects across the District.
- Issued £22.5m+ of grants to support businesses across the District during the coronavirus pandemic.
- Continued to provide a waste collection service without disruption during the coronavirus pandemic.
- Continued to take steps which have improved air quality across the District.



The Place: a safe, enterprising and vibrant place

Plans for 2021/22

We will:

- Continue to deliver and monitor the adopted Harborough Local Plan.
- Ensure an effective, integrated and accessible planning service.
- Work with the Community Safety Partnership to identify and address crime and disorder issues.
- Continue to monitor the air quality across the District and deliver the outcomes in the Air Quality Action Plan.
- Promote a clean environment through campaigns and enforcement.
- Provide domestic and business energy efficiency advice and measures and encourage households to participate in the Council's Switch and Save initiative.
- Ensure all Council activities work toward being carbon neutral by 2030.
- Begin a review of the Council's conservation areas to protect and enhance the District.
- Deliver investment in property including much-needed housing to serve the needs of the community and generate a financial return to support the continuation of high-quality services.
- Continue to develop and finalise masterplans for Lutterworth and Market Harborough town centres.
- Develop a masterplan to maximise the potential of Welland Park, Market Harborough.



This project was supported by
**Harborough
District Council**



The People: a healthy, inclusive and empowered community

Key achievements in 2020/21

We have:

- Establish a Community Hub to provide support for residents during the coronavirus pandemic with over 1,700 households receiving support to access food, medicine and befriending.
- In response to the coronavirus pandemic, adapted the District's leisure offer and its management to encourage as many people as possible to take part in physical activity.
- Provided opportunities for older and vulnerable residents to adapt their homes via the Lightbulb scheme.
- Empowered communities through the Neighbourhood Planning process. Two Neighbourhood Plans were adopted during the 2020/21 year, which brought the total number of adopted plans up to 21.
- Provided funding to the Voluntary Sector to support older and vulnerable residents and continued to support the voluntary sector through the Harborough Lotto.
- Continued to provide a 24-hour Lifeline Service to support older and vulnerable residents.
- Sought community and business views regularly through consultation.
- Worked with parishes and communities to identify and evidence local infrastructure needs.





How we responded to the Covid-19 crisis

Our response to Covid-19: Community

During the Peak,
70
Community Groups supported and
worked with the council

The Council worked in partnership with around
30
groups during lockdown

22 Groups completed a recent survey about their support and plans for the future

Groups had **1083**
volunteers during the peak of the crisis

Half of groups were able to deploy the majority of volunteers

In the busiest week volunteers supported
1451
residents

Groups have **758**
volunteers right now

Groups supported **751**
residents in first week of June

Between 21 March and 31 May the Council helped to deliver
709
foodbank parcels



Our response to Covid-19: Council Services

Dealt with
121
fly tipping reports

Over
1,800
tonnes of waste collected every fortnight on average

Over
100,000
bin collections every fortnight

Council tax support for those on 01/03/20 to current level of
1458
1613
which represents a 10% increase in this period

Helped
424
council tax payers with their instalment payment plans

Continued to operate our green waste and waste collection services

Held council committee meetings virtually throughout the pandemic



Lifeline has supported over
1000
customers

Our response to Covid-19: Harborough Hub

Set up and promoted a Community Hub and helped
1298
residents

130
volunteers registered via the local charity VASL

854
calls made to the shielded residents in support of the County Council

Lifeline has supported over
1000
customers



Self help page created on our Active Harborough website to support local Physical Activity Coaches and Instructors. The page also encourages our community to get active and stay active.

Our response to Covid-19: Business Support



COVID19 business grants supported
1757
businesses in the district and have paid
£21.3m

Discretionary business grants supported
111
businesses in the district and have paid
£678k

Handled
728
business rates and grants enquiries

Total grant applications of
105
were initially received and are being assessed as quickly as possible.

Our response to Covid-19: Customer Services

Website visits for the period since lockdown of
206,288

Number of emails increased by
156%

Handled
18,812
customer calls and
8,887
customer emails

Received
950
emails about Council Tax and
728
emails about business rates and grants



Our response to Covid-19: Vulnerable and Homeless



Worked with
55
voluntary sector and community groups

Provided emergency accommodation for
16
people at risk of rough sleeping

Prevented / relieved
49
households from being homeless by enabling them to stay in temporary accommodation

The leader wrote to every household at the beginning of the crisis regarding support for vulnerable people



The People: a healthy, inclusive and empowered community

Plans for 2021/22

We will:

- Deliver and commission a range of sport and physical activities and work with partners to develop long-term sustainable health and wellbeing outcomes.
- Consider the development of a revised Health and Wellbeing Strategy to reflect both the impact of the coronavirus pandemic and how the Council responds to the needs of its community and the role of the voluntary and community networks.
- Seek to improve the District's leisure facilities and local infrastructure.
- Enable and promote the voluntary sector to support vulnerable people.
- Continue to develop the Lightbulb offer for households.
- Continue to provide a 24-hour Lifeline service to support older and vulnerable residents.
- Liaise with parishes to understand local need and enable them to provide services in their locality.
- Support the preparation of Neighbourhood Plans so that communities have a greater say over future planning decisions in their localities.
- Continue to develop and promote the Harborough Lotto to provide funds for local good causes
- Support the needs of the armed forces community as part of the Armed Forces Covenant.
- Continue to provide help, advice and wellbeing support for residents, via the Community Hub, during the coronavirus pandemic.





Your Council: creative, proactive and efficient

Key achievements in 2020/21

We have:

- Developed the Council's Change Management Programme to seek to better understand our customers and redesign our services to enhance the customer experience.
- Produced business cases to deliver cost savings and income generation proposals (including capital investment programmes).
- Improved the effectiveness of external communications through the implementation of a revised strategic communications framework and delivery model.
- Reviewed existing and proposed partnership arrangements to ensure effective governance and transparency.
- Continued to implement the Council's Property Strategy to contribute to financial stability in the future.
- Made some commercial acquisitions to help secure the future financial stability of the Council.





Your Council: creative, proactive and efficient

Plans for 2021/22

We will:

- Continue to seek cost savings and explore income generation opportunities to ensure the long-term financial stability of the Council.
- Implement the Council's Change Management Programme in order to improve the customer experience, deliver efficiencies, and maximise the use of online portals.
- Regularly seek community and business views through consultation.
- Continue to improve economic forecasting in respect of economic and housing growth.
- Ensure effective strategic communications across the District to keep residents informed of Council services and key activities.
- Finalise and implement a Community Governance Review to ensure that parish boundaries within the District are appropriate and fit for purpose.
- Continue to support residents and businesses across the District following the UK's exit from the EU.
- Support the recovery of the local economy from the effects of the coronavirus pandemic by:
 - Continuing to distribute government grants to support businesses which have been affected by the pandemic
 - Helping businesses to access funding opportunities to aid their recovery
 - Improving our town centres and working with partners to provide a stronger tourism offering across the District
 - Working with local agencies and key partners to help match businesses which have employment opportunities with those seeking employment
 - Continue to support apprenticeships for young people



Elected Members and Political Management

We have 34 councillors who represent 19 wards*.

The **Conservative** group, led by Cllr Phil King, has the majority with 21 seats.

The **Liberal Democrats**, led by Cllr Phil Knowles, have 11 seats.

The **Labour Party** have 1 seat.

One Vacant seat



Cllr Cindy Modha
Billesdon & Tilton



Cllr Amanda Nunn
Bosworth



Cllr Paul Dann
Broughton Astley -
Primethorpe & Sutton



Cllr Bill Liquorish
Broughton Astley -
Primethorpe & Sutton



Cllr Colin Golding
Broughton Astley -
South & Leire



Cllr Mark Graves
Broughton Astley -
South & Leire



Cllr Neil Bannister
Dunton



Cllr Stephen Bilbie
Fleckney



Cllr Charmaine Wood
Fleckney



Cllr James Hallam
Glen



Cllr Rani Mahal
Glen



Cllr Robin Hollick
Kibworths



Cllr Phil King
Kibworths



Cllr Simon Whelband
Kibworths



Cllr Paul Bremner
Lubenham



Cllr Janette Ackerley
Lutterworth - East



Cllr Martin Sarfas
Lutterworth - East



Cllr Paul Beadle
Lutterworth - West



Cllr Gerladine Robinson
Lutterworth - West



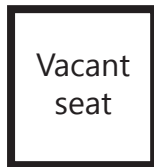
Cllr Barry Champion
Market Harborough -
Great Bowden and Arden



Cllr Phil Knowles
Market Harborough -
Great Bowden and Arden



Cllr Peter James
Market Harborough -
Little Bowden



Vacant seat
Market Harborough -
Little Bowden



Cllr Dominic Fosker
Market Harborough -
Logan



Cllr Barbara Johnson
Market Harborough -
Logan



Cllr Roger Dunton
Market Harborough -
Welland



Cllr Barry Frenchman
Market Harborough -
Welland



Cllr Julie Simpson
Market Harborough -
Welland



Cllr Jonathan Bateman
Misterton



Cllr Michael Rickman
Nevill



Cllr Amanda Burrell
Thurnby and Houghton



Cllr Peter Elliott
Thurnby and Houghton



Cllr Simon Galton
Thurnby and Houghton



Cllr Rosita Page
Ullesthorpe

To find out more about each councillor, including contact details and information about which committees they sit on, visit our website at <https://cmis.harborough.gov.uk/cm5/Councillors.aspx>

* Correct at January 2021




Contact the Council

Visit our website at: www.harborough.gov.uk

Email us: customer.services@harborough.gov.uk

Make a payment using our Payment line (charged at local rate) on 0345 300 3283

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Call us on: 01858 828282
(available from 8am to 5pm - closed for training from 9am to 9.30am on Wednesdays)

Text: 07860 041 908

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www.harborough.gov.uk