



ANNUAL REPORT 2006/07

**Harborough
District
Council**

Good practice and innovation in the heart of rural England

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Mission statement:

Through partnership and consultation, to provide innovative, accessible and responsive services that ensure the district of Harborough is a healthy and happy place to live, work and visit

Introduction

Our Annual Report aims to give a balanced overview of the work of Harborough District Council in 2006/07. In doing so it sets out a number of significant successes. Combined efforts of many people including the Tenants Association and council staff led to a strong positive vote for the transfer of housing stock to Seven Locks. Recycling of waste for the year rose to 51%, once again amongst the best in the country. New ways to understand customer needs and priorities were established, with GovMetric collecting real time satisfaction data. Also, a provider was appointed to establish a large citizens' panel for the first time. I am grateful to all the staff for their efforts which led to these and many other achievements over the last year. I hope you will enjoy reading this report and would welcome your feedback to help us improve it in the future.

Sue Smith, Chief Executive

Having served as Council Leader for 2006/07 I am pleased to introduce this second Annual Report. At the same time as working to deliver the priorities we had set in the Business Plan, there were external pressures and opportunities to work on.

There was the much anticipated White Paper with its shared services expectations, then a proposed Regional Growth Point, bringing opportunities for infrastructure investment. At the same time we were working hard to deliver improvements through partnership in Leicestershire and beyond. The success of these efforts allowed improvements to be delivered including a better Concessionary Travel scheme and more sustainable Waste Management.

I would like to thank all of our partners, the Tenants Association and the council staff for their combined efforts which have led to the achievements documented in this report.

Cllr Simon Galton, Leader of the Council 2006/07



A large print format of this Annual Report can be made available on request, as can other language versions

Please contact us on **01858 82 82 82**

The Business Plan, Annual Report and all local and national performance indicators can also be viewed on www.harborough.gov.uk

Harborough in Brief

Size	592 sq. km (230 sq. miles)
Population (2005)	80,400
Households	33,872
Towns	Market Harborough and Lutterworth
Unemployment (2005)	0.8%
Ethnicity	4.3%
Deprivation Ranking	336 out of 354
No. of staff employed by Harborough District Council	255 FTE (full time equivalent)



Harborough is a diverse, largely rural district located in South Leicestershire. It serves a growing population and is geographically the largest of the Leicestershire districts. The two major population and commercial centres are the market towns of **Market Harborough** and **Lutterworth**. These two towns, together with the villages of **Thurnby**, **Bushby** and **Scraftoft** adjoining Leicester City, and the villages of **Broughton Astley**, **Great Glen**, **Kibworth Beauchamp**, **Kibworth Harcourt** and **Fleckney** accommodate 67% of the district population. The remaining residents live in villages varying from populations of several hundreds to hamlets comprising a handful of dwellings.

The district borders Warwickshire to the west, Rutland to the east, Leicester City to the north and Northamptonshire to the south.

The district is generally prosperous. ODPM statistics produced in August 2004 show it as the 19th least deprived out of all the English administrative areas. The prosperity of the district owes much to its diverse local economic base. Although agriculture still plays an important part in the local economy, manufacturing, distribution and the service sector are of ever-increasing importance.

Harborough district is a popular residential area, and its location adds to its attraction as a place to live. Market Harborough is on the Midland Mainline into London, with journey times of less than ninety minutes, and there is good access to the M1, M6 and the A14. East Midlands Airport is approximately 35 miles from Market Harborough.

A year in Harborough

A lot can happen in a year, but there are some things that we are particularly pleased about. Just take a look at some of our main achievements from April 2006 to March 2007.

April

- ◆ State of the District event held to give residents, schools and businesses an opportunity to share their views on the community's priorities for the coming year.
- ◆ Residents asked to comment on first draft of the planning strategy setting out how the district will develop to 2016.

May

- ◆ Launch of the new enforcement team brought in to tackle littering, graffiti, fly-tipping and dog fouling across the district.
- ◆ Consultation with the public on the future design of Welland Park in Market Harborough.
- ◆ Purse bell campaign re-launched in partnership with the police and Neighbourhood Watch to raise awareness of purse thefts.

June

- ◆ Initiative launched in partnership with the Market Harborough Pubwatch to crackdown on drinkers causing anti-social behaviour during the World Cup.
- ◆ Unveiling of the new statue at one of the gateways into Market Harborough. It features historical images of the town and is a signpost to the town centre.
- ◆ News comes in that the Audit Commission has praised us for our vision and commitment in providing leisure facilities.
- ◆ The Harborough District Community Safety Partnership receives £81,000 to help fund projects in the district including the Chill Out Bus and work to tackle anti-social behaviour.

July

- ◆ Launch of new-look Have Your Say community-led meetings to be held in seven areas across the district.
- ◆ Full council gives its backing in principle to early stage plans for a trial kitchen waste collection.
- ◆ Community Safety Booklet delivered to residents offering crime and safety advice.
- ◆ Programme of summer events announced for Welland Park – including a community sports day, Chill and Thrill extreme sports event and youth sessions.

August

- ◆ Launch of the first Tidy Schools Campaign - encouraging schools to set up action plans to boost their recycling.
- ◆ Older Persons' Day held offering information on housing, benefits and crime prevention.

September

- ◆ Re-launch of TalkBack, our magazine for residents sent to all households in the district.
- ◆ Enforcement team go undercover with covert CCTV to catch fly-tippers.
- ◆ Harborough signs up to providing free cross-boundary bus travel for pensioners and people with disabilities.
- ◆ Market Harborough wins silver gilt prize for the Large Town Category at the national Britain in Bloom awards.



October

- ◆ Extra service shops are opened up in Broughton Astley and Great Glen to bring our services closer to people living in rural areas.
- ◆ We become one of the first councils to sign up to GovMetric, a new way of measuring customers' satisfaction with council services.

November

- ◆ Launch of the Young Persons' Group – formed to get the views of younger people on community issues.
- ◆ Work begins on a new strategy looking at how services for older people will develop.
- ◆ Volunteers invited to join a focus group looking at equal opportunities for people with disabilities – work will help shape the Disability Equalities Plan.
- ◆ New powers brought in to crackdown on people dumping their vehicles in the district.

December

- ◆ Ten-year plan drawn up to achieve a prestigious award at Welland Park.
- ◆ Winner of the Tidy Schools Campaign is announced.

January

- ◆ We agree to set up a Leisure Trust to manage the Harborough Leisure Centre and Lutterworth Sports centre, making savings on business rates.
- ◆ Text line set up for young people to contact the Children's Champion about issues important to them.
- ◆ Health initiative, Active Together Harborough, is launched – aims to encourage residents to increase their physical activity.
- ◆ Advice and information offered to businesses as work begins in preparation for new smoke-free legislation coming in on 1 July 2007.

February

- ◆ Enforcement team crackdown on taxi cabs finds almost half of those stopped were unfit for the road – owners saw their licences suspended until repairs had been made.
- ◆ Waste Management Officers team up with McDonald's to provide recycling facilities to the food giant.
- ◆ Work starts on bringing in Civil Parking Enforcement – parking wardens will patrol the streets from the summer to help reduce congestion and improve safety for pedestrians.
- ◆ Young People's Group gave their views on the causes and possible solutions to anti-social behaviour.

March

- ◆ Harborough joins 101 – the non-emergency number for reporting issues such as litter, anti-social behaviour and fly-tipping.
- ◆ Council tenants vote to transfer housing to a new, local, registered social landlord - Seven Locks Housing.
- ◆ We were awarded £876,633 by Communities and Local Government from the Local Authority Business Growth Incentive (LABGI) fund for 2006/07. This was a reward for encouraging business growth.



Progress with our priorities from 2006/07

Over these two pages we have set out our priorities for the last 12 months. We will complete anything we have not yet achieved during 2007/08.

Priority - Efficiency

Using partnerships, staff, buildings and money for the best purpose

We said we would implement actions from the Valuing Staff Action Plan.

- Significant progress was made including consistency of appraisals and communication. 17 key actions are being carried forward into 2007/08.

We said we would demonstrate continuous improvement through the use of resources assessment.

- Significant progress on the presentation of performance and risk information, promoting the performance culture. Staffing changes led to slippage on plans for reviewing the working practices in the Benefits service.

We said we would improve the transactional capability of the website.

- Work on redesigning the leisure services website was completed. Some slippage occurred in the introduction of public access to the CAPS information system and full implementation of a new committee information system.

Priority - Environment

Sustainable local environment

We said we would give guidance for public consultation on preferred location for major new development.

- We have a work programme in place for the next three years agreed by Government.
- A Harborough Employment Land Study was completed and we contributed to regional studies in employment land and storage and distribution activity.
- Work on the Local Development Framework 'Core Strategy' has slipped pending the outcome of work on a new regional plan during 2007. A Core Strategy will now be published for consultation in early 2008.

Enforcement activity

We said we would appoint four area based enforcement officers.

- We now have four enforcement officers covering the whole of the district.

Priority - Housing

Ensuring affordable housing

We said we would deliver 80 affordable homes.

- Although only 54 new affordable houses were built in 2006/07 the stock of commitments to new affordable housing (ie with planning permission) has increased over the year and stands at 586 (April 2007). This will help ensure the supply of new affordable housing continues to increase

Preparing for stock transfer

- The result of the tenant ballot was officially announced on 22 March 2007.

Total number of tenants eligible to vote - 2292

Total number of ballot papers received - 1800

Tenants voting YES - 76.4%

Tenants voting NO - 23.6%

Priority - Social Inclusion

Community involvement and participation

We said we would set up service points in Great Glen and Broughton Astley.

- The Great Glen service point opened in September 2006 at the Parish Council offices.
- The Broughton Astley service point opened in September 2006.

We said we would hold a State of the District debate.

- This was held on 25 April 2006 and was attended by over 75 local people.

We said we would develop a plan to work with older people.

- We provided the Older Persons' Strategy which aims to improve:
 - ◆ Active citizenship
 - ◆ Access to transport

We said we would deliver the actions identified in the youth plan.

- We provided concessionary leisure activities for certain children
- We adopted Hear by Right standards.
- We co-ordinated participation in the Youth Games held at Loughborough University.

We said we would complete a baseline assessment of stronger communities.

- The assessment was completed in the summer of 2006 in partnership with the Council for Voluntary Services. The results are now being used to shape improvements through the LAA.

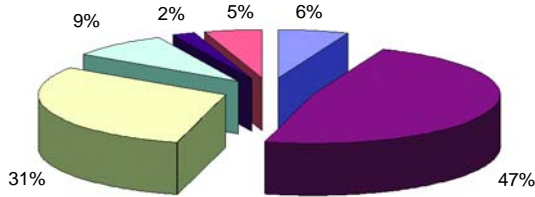
Satisfaction Survey

Every three years we are required to carry out a satisfaction survey with our residents. From this survey a number of Best Value Performance Indicators are calculated and submitted to the Audit Commission for comparison against other councils.

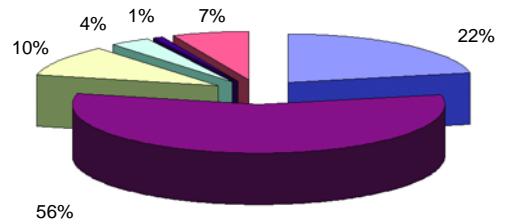
This general survey is sent to 5000 random addresses within the Harborough district.

Below are charts showing some of our results. See page 30 for more details. The full set of results can be found on our website www.harborough.gov.uk

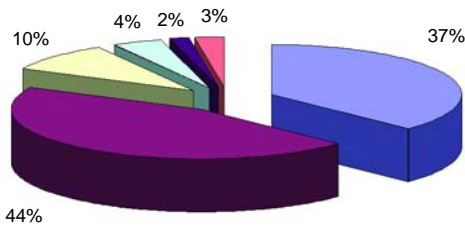
Overall satisfaction with the council



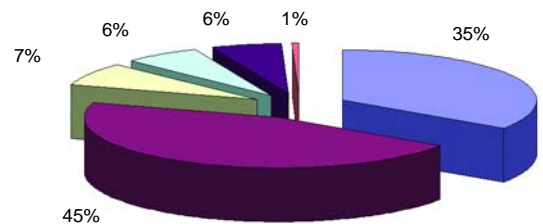
Overall satisfaction with the local area as a place to live



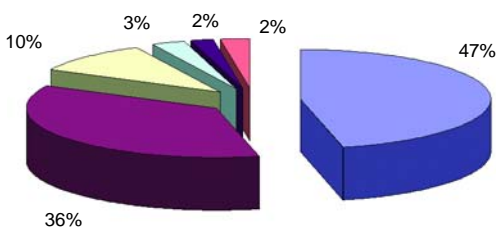
Overall satisfaction with the housing service



Overall satisfaction with the planning service



Overall satisfaction with the benefits service



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied
- Not answered

Our performance

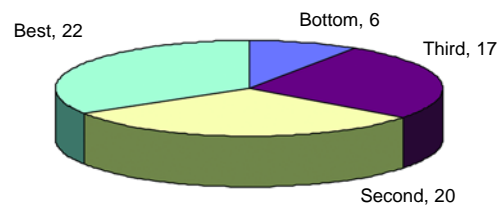
The performance of each of our nine Executive portfolios during 2006/07 is set out between pages 11 and 19. For each there is a commentary of performance against the Service Aims set out in the 2006/07 Service Plans, with ups and downs showing where we achieved, or failed to achieve, the plans. In addition a full listing of performance against the nationally set Best Value Performance Indicators can be found on pages 25 to 29. The full information of performance against all service aims and local performance indicators is available on the council website www.harborough.gov.uk

All councils are required by Government to collect information on areas such as waste, planning, benefits and housing, and report on them each year. This allows us to analyse our performance compared to other local authorities. The areas we must collect information on are called Best Value Performance Indicators.

Performance Summary

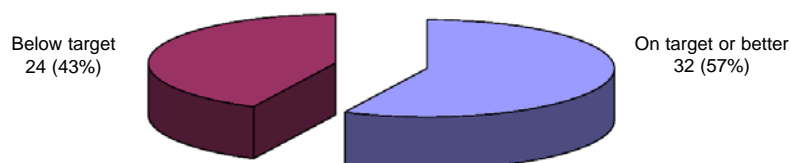
National Indicators (BVPIs)

This chart shows how we performed compared with all other councils in England. There were 22 indicators where we were amongst the best 25% of all councils and six where our performance was in the bottom 25%



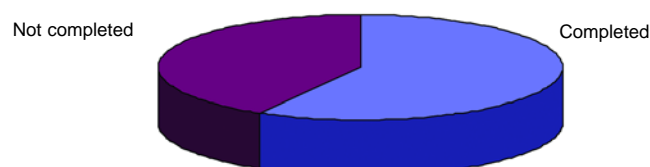
Local Performance Indicators (LPIs)

As well as national indicators, we monitor and aim to manage performance using a variety of approaches including locally developed performance indicators. In 2006/07 we were on target or better for 32 of the 56 LPIs

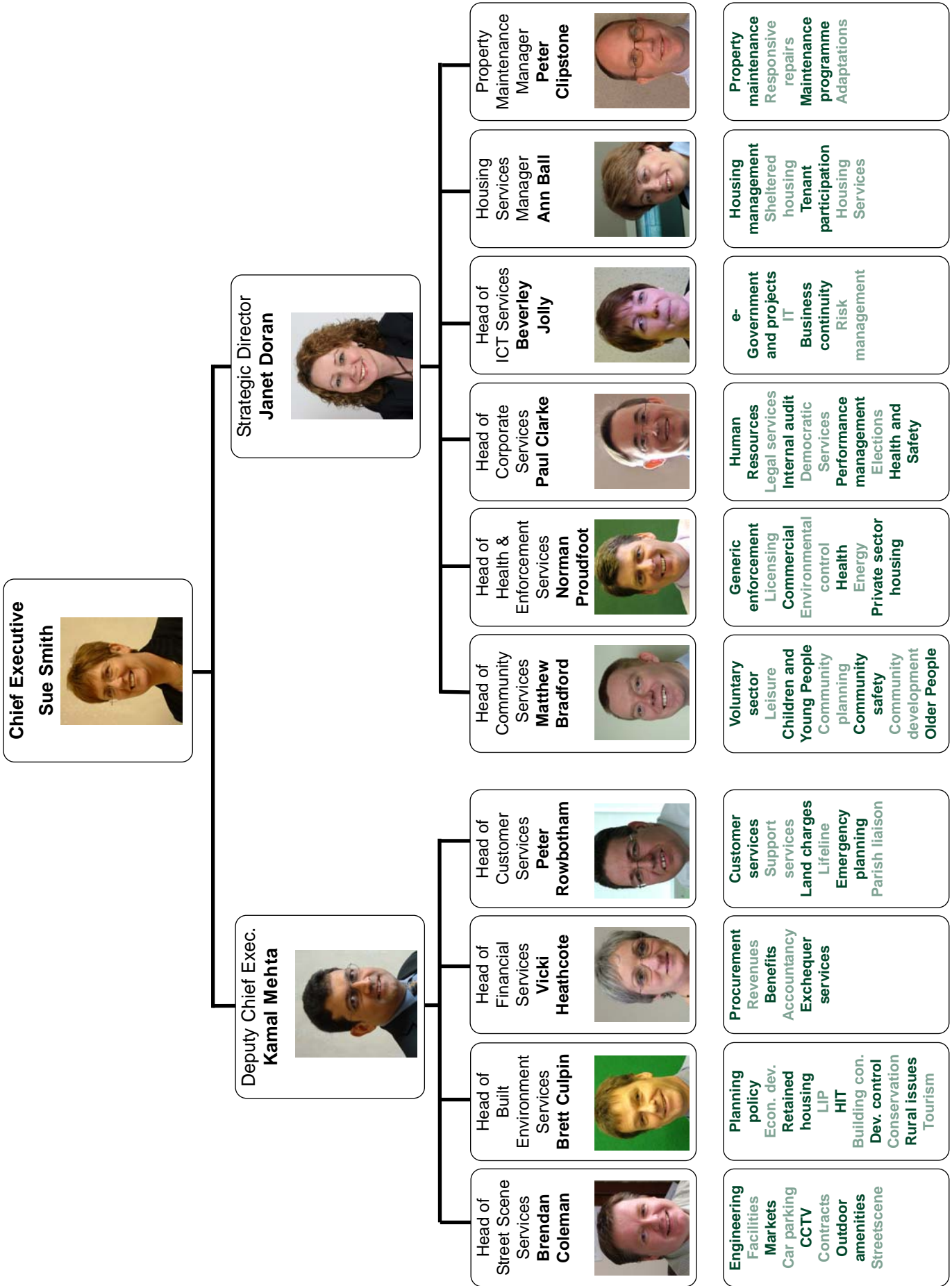


Service Aims

In the detailed Service Plans for each team a large number of objectives or service aims were agreed. Overall we completed 77 out of 132 service aims. The ups and downs for each portfolio highlight progress on the service aims with most relevance to the public. A full record is available on our website www.harborough.gov.uk



Our structure



Summary of performance in portfolios

Built Environment Services



Portfolio holder -
Cllr. Eileen Roeber

WHAT WE DO

Planning Policy
 Economic Development
 Tourism
 Lutterworth Improvement Team
 Harborough Improvement Team
 Building Control
 Development Control
 Conservation
 Rural Issues
 Retained Housing
 Homelessness and its prevention

Ups...

The Wheels to Work scheme was successfully expanded to include Melton and Rutland areas, thereby ensuring continued funding from the Welland SSP for the Harborough based project.



Secured shared funding and successfully appointed a Project Officer for the Lutterworth Improvement Partnership.

Published a new housing strategy for the district praised by the Government and designated 'fit for purpose'.

Progressed the review of all 62 conservation areas within the district and designated a new conservation area at Loddington. This work will be completed early in 2007/08.

...and downs

Introduction of mobile working for Building Control was progressed but not fully implemented due to delays in the release of tablet pc software.



Designation of a third nature reserve (The Bogs, North Kilworth) was confirmed but staff shortages delayed further progress.

A snapshot of our performance indicators

Sustainable development

% of new homes built on previously developed land:

National target	-	60%
2005/06	-	64%
2006/07	-	84%

Affordable housing

Based on updated information on local housing needs we have increased the contribution housing developers need to make to the stock of affordable housing

Faster decisions on planning applications

We exceeded the Govt's 'efficiency' targets on percentage of planning applications determined within nationally prescribed time periods.

National Performance Indicators on target or better - eight out of 13

Community Safety



Portfolio holder -
Cllr. Dr. Sarah Hill

WHAT WE DO

Community safety
Generic enforcement
Domestic violence
Hate monitoring
Drug and alcohol lead
Anti-social behaviour

Ups...

Robberies remained low and within the range of the 25% of councils with the lowest figures in the country.

13 new businesses joined the HART scheme, taking the total to 82.

Incidents of theft and woundings are down, while incidents of common assault are 40% below target.

Violent crime is down by 2.3 per 1,000 people.



...and downs

Vehicle crimes increased from 6.05 to 6.55 per 1,000 population (but remained in the lowest 25% of all councils).



Did you know?

- ◆ Every Tuesday, Women's Aid Leicestershire Limited (WALL) operates a secure, confidential phonenumber and outreach clinic jointly funded by Harborough District Council and the South Leicestershire Police Basic Command Unit.
- ◆ In a local government user satisfaction survey of 2003 and 2006, Harborough was rated as the best district in the county for 'parents taking responsibility for their children' and for 'people treating one another with respect and consideration'.

A snapshot of our performance indicators

Vehicle crime per 1000 population

National avg.	-	9.7
2005/06	-	6.05
2006/07	-	6.55

Domestic burglaries per 1000 population

National avg.	-	8.9
2005/06	-	7.98
2006/07	-	7.26

Businesses that belong to the HART scheme

2005/06	-	69
2006/07	-	82

National Performance Indicators on target or better - six out of seven

Community Services



Portfolio holder -
Cllr. Beverley Field

WHAT WE DO

Work with Voluntary Sector

Leisure

Children & Young People

Community Planning

Community Development

Older People

Ups...

Implemented a Leisure Card Scheme for young people.

Appointment of a specialist activity coordinator and a physical activator to encourage more older people to undertake at least 3 x 30 minutes exercise per week.

Harborough came second in the Britain in Bloom competition.



...and downs

The 3-yearly survey results for community services were mixed, although satisfaction with sports and leisure facilities has increased locally, this is still below the national average.



Did you know?

- ◆ A survey conducted by Sport England revealed that 6.7% of people within the district gave their time to help and support community sports teams and organisations. This places Harborough 24th out of 354 English local council areas. These were also the highest figures within Leicestershire.
- ◆ The same survey concluded that 23.8% of people within the district exercise for at least 30 minutes, three times a week. This placed Harborough 69th amongst the 354 English council areas. We hope that by encouraging participation in physical activity this figure can increase by 5% by March 2009.

A snapshot of our performance indicators

Visits to museums per 1000 population

National avg.	-	382
2005/06	-	130
2006/07	-	132

Satisfaction with sports and leisure facilities

National avg.	-	58% (2003/04)
2003/04	-	44%
2006/07	-	53%

Satisfaction with parks and open spaces

National avg.	-	74% (2003/04)
2003/04	-	69%
2006/07	-	69%

National Performance Indicators on target or better - six out of seven

Corporate Services



Portfolio holder -
Cllr. Simon Galton

WHAT WE DO

Communications
Regional Matters
County and District Relationship
Human Resources
Legal Services
Internal Audit
Democratic Services
Performance Management
Elections

Did you know?

- ◆ New 'Have Your Say' meetings were introduced throughout the Harborough district - meetings involving partners and the community.
- ◆ Talkback, the residents newsletter, was distributed to nearly 34,000 homes across the district.

Ups...

A new elections computer system was implemented for use in the May 2007 elections. This increased the automation of tasks, thereby improving efficiency.



The appointment process for the establishment of a Citizens' Panel was completed. The panel will enable regular consultation with a large representative sample of residents.

TalkBack, the residents newsletter, was re-introduced in September 2007 and will be published twice a year.

...and downs

Equality standards work started later than expected and level 2 was not achieved within the year. The work is now being resourced through a temporary appointment and achievement of level two is now planned for December 2007.



A snapshot of our performance indicators

We reduced the average working days lost due to sickness

2005/06	-	10.38
2006/07	-	9.69

We produced Executive minutes within seven days of the meeting 100% of the time, an increase from 67% in 2005/06

No working days were lost due to accidents at work.

National Performance Indicators on target or better - ten out of 14

Customer Services



Portfolio holder -
Cllr. Roger Garratt

WHAT WE DO

Customer Services

Support Services

Land Charges

Emergency Planning

Parish Liaison

Lifeline

Did you know?

- ◆ You can now text the council on 07797 87 82 82
- ◆ Customer services deals with over 140,000 incoming telephone calls and 90,000 visitors per year.
- ◆ The lifeline system was used over 90,000 times providing essential contact for over 3,500 elderly/vulnerable people.
- ◆ A new emergency planning partnership has been established - with Harborough District Council sharing resources with Melton Borough Council, Oadby & Wigston Borough Council and Rutland County Council. Work is now underway reviewing plans and organising training.

Ups...

We started collecting customer satisfaction data using the GovMetric system. This showed high levels of satisfaction with face to face and telephone contact with the council.



We have worked in partnership to deliver the new 101 non-emergency number to the district, available 24/7.

New service points have opened, in partnership with parish councils, at both Great Glen and Broughton Astley, complementing existing service outlets at Fleckney, Lutterworth and Market Harborough.

More services have been dealt with on a one-stop basis by the customer services team.

...and downs

Performance within the call centre has fallen - due to resource issues and the increased complexity and length of calls.



The development of the CRM and Document Management System was not rolled out as planned. This will be addressed during 07/08

A snapshot of our performance indicators

Turnaround of a non-standard search:

2005/06	-	6.4 days
2006/07	-	5 days

% enquiries dealt with on a one-stop basis:

2005/06	-	81%
2006/07	-	93%

Key staff trained at Emergency Planning College

2005/06	-	45%
2006/07	-	70%

National Performance Indicators on target or better - zero out of one

Financial Services



Portfolio holder -
Cllr. Jeffrey Stephenson

WHAT WE DO

Procurement
Revenues
Benefits
Accountancy
Exchequer Services

Ups...

The Welland Procurement Unit has been established, bringing greater buying power and specialised procurement expertise. Framework agreements have been established for IT consumables, mobile phones and stationery.



The benefit fraud team have been very successful in prosecuting a number of high value fraud claims and have performed above target, despite having only one officer.

...and downs

The review of Benefits working practices following the introduction of the new IT system was delayed by staffing changes. Work has, however, been undertaken and an action plan is being produced.



Did you know?

- ◆ We scored three out of four on Use of Resources Assessment - only two districts achieved this score in the county.
- ◆ Just under 20,000 people paid their council tax by direct debit.
- ◆ A staff of 14.5 collected a debit of £40m for council tax and £33.4m for business rates from 34,083 council tax properties and 2,555 business rate properties.

A snapshot of our performance indicators

Although the indicators for processing of Benefit claims and change of circumstances are on target for 2006/07, this is a cumulative indicator, and both of these indicators were above target

and in the top national quartile for DWP at the final quarter of 2006/07.

We increased the number of undisputed invoices paid within 30 days

2005/06	-	91.9%
2006/07	-	93.79%

National Performance Indicators on target or better - ten out of 22

Health and Enforcement Services



Portfolio holder -
Cllr. Roger Dunton

WHAT WE DO

Health & Safety

Commercial

Environmental Control

Health

Energy

Ups...

The generic enforcement team has been increased to four officers, who address problems and issue Fixed Penalty Notices for offences including dog fouling, litter and abandoned cars.



31 grants were issued to improve homes towards the Decent Homes standard.

Almost 500 licences were issued to people involved in selling alcohol and all within the statutory time period.

500 inspections of local businesses were carried out to ensure compliance with food safety and workplace safety regulations.

...and downs

The review of the Contaminated Land Strategy was delayed by a staffing vacancy. The work will now be completed by September 2007.



Did you know?

- ◆ 70 people received grants to help them repair their homes.
- ◆ 35 people received assistance to help them adapt their home to look after a disabled family member.
- ◆ 16 people received grants to make their homes more energy efficient and cheaper to run.
- ◆ We served 38 fixed penalty notices for environmental crime. The team also carried out 300 visits to check known hotspots in the district and respond to complaints.
- ◆ 36 educational campaigns were carried out with local schools and community groups.

A snapshot of our performance indicators

Empty properties

Number of empty properties we have helped to bring back into use:

2005/06	- 4 units
2006/07	- 31 units

Contaminated land

Number of potentially contaminated sites has reduced from 574 in 2005/06 to 481 in 2006/07

Abandoned vehicles

99% of abandoned vehicle complaints were investigated within 24 hours of receiving complaint

National Performance Indicators on target or better - five out of five

ICT Services and Housing Services



Portfolio holder -
Cllr. Amanda Burrell

WHAT WE DO

E-Government and Projects

IT

Business Continuity

Risk Management

Council Housing

Private Sector Housing

Did you know?

- ◆ From summer 2007 all councillors will be equipped with ICT facilities and receive council documents electronically therefore reducing the amount of paper and postage.
- ◆ We provide ICT support to town and parish councils.
- ◆ The number of page hits on www.marketharboroughonline.co.uk rose from over 1.3m in 2005/06 to over 1.7m in 2006/07.
- ◆ The number of page hits on www.lutterworthonline.co.uk increased from 583,147 in 2005/06 to 811,565 in 2006/07.

Ups...

There was a strong positive vote for the housing stock transfer and preparations are now being made for transfer of stock to Seven Locks Housing later this year.



Upgrading of Planning Online, Building Control and 'Scores on the doors' restaurant grading were all progressed and will be completed by Summer 2007.

Business Continuity Plans in place for all service areas

ICT disaster recovery contract in place for key systems

Page hits on www.harborough.gov.uk website rose from 962,277 in 2005/06 to over 1.3million in 2006/07

...and downs

Some staffing shortages affected performance and responsiveness in Housing. This is now being addressed with a mixture of recruitment and temporary support.



A snapshot of our performance indicators

Non-urgent responsive repairs

Average time to complete non-urgent responsive repairs to housing stock in 2005/06 was 9.35 days and in 2006/07 this improved to 6.03 days.

We reduced the number of tenants that are seven weeks in arrears

2005/06	-	5.12
2006/07	-	4.61

We now comply with the Commission for Racial Equalities Code of Practice

National Performance Indicators on target or better - 22 out of 28

Street Scene Services



Portfolio holder -
Cllr. Robin Totten

WHAT WE DO

Engineering

Facilities

Markets

Parking

CCTV

Contracts

Outdoor Amenities

Streetscene

Did you know?

- ◆ We won a 'Green Apple' award for best practice in recycling for a district council.
- ◆ We will be heavily involved in on-street and off-street parking enforcement which will be implemented in July 07 and will be a shared service with two-tier working.

Ups...

Policy review on assisted bin collection was completed, including an exercise to ensure the needs information is up to date and accurate.



In the national 3-yearly survey, satisfaction with the cleanliness of public spaces had increased from 60% to 65%.

The combined recycling rate including composting was up to 51% for the year.

...and downs

Satisfaction with waste collection and recycling was lower than in the last three-year national survey. Options for achieving both higher satisfaction and high levels of recycling are being examined, including a trial of the collection of kitchen waste for recycling.



A snapshot of our performance indicators

Litter

We were one of the top performing councils in the country with 6% BV199 for street cleansing.

Waste

We were one of the top performing councils in the country with approx. 50% recycling rate.

Abandoned vehicles

We removed 100% of abandoned vehicles within the legal requirements.

National Performance Indicators on target or better - 15 out of 18

Summary of Accounts

We produce a full set of accounts each year. The purpose of the accounts is to explain our financial position as at 31 March 2007. A full copy of the accounts is available from our main reception in Adam and Eve Street, Market Harborough or from our website www.harborough.gov.uk

The accounts will be audited by the Audit Commission who will report their findings to us and issue a formal opinion.

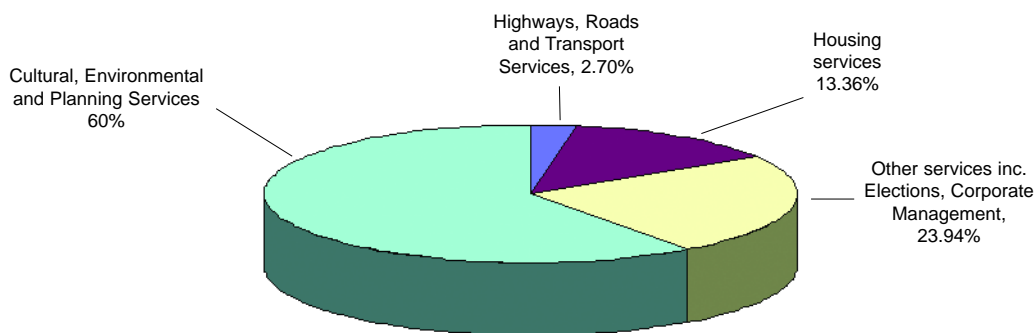
Our planned budget for 2006/07 was £9.335m. A further £8.1m was budgeted to be spent on council housing, and £2.8m on capital schemes. Although there were considerable demands on services we have achieved a balanced outturn and were able to keep the expenditure within budget.

The following tables show the main financial statements in a summarised and, hopefully, more user friendly format.

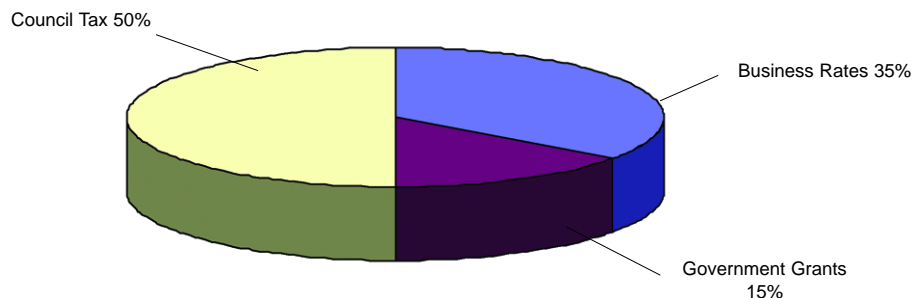
Consolidated Revenue Account

This covers income and expenditure relating to all our services, and how the cost of services have been financed.

What the money is spent on



Where the money comes from



The surplus on the General Fund is transferred to a General Reserve and this is held as a working balance to use for any unforeseen liabilities.

The Balance Sheet

This is a statement which is a snapshot of our financial position as at 31 March 2007. It shows what we own (assets) and what we owe (liabilities). The balance of these two items is made up from reserves and balances.

	£'000
Assets	
Fixed and long term assets	158,082
Money owed to the council	5,488
Cash, investments and stock	7,617
Total assets	<u>171,187</u>
Liabilities	
Items owed by the council	15,026
Borrowing	5,480
Pension scheme	5,814
Total liabilities	<u>26,320</u>
Net assets	<u>144,867</u>
Non-spendable reserves	141,486
Spendable reserves and balances	3,381
Net worth	<u>144,867</u>

Land and buildings including council housing owned by us

These arise from the financing and revaluation of fixed assets and are not available to spend on our services

Cash Flow Statement

This shows a summary of the cash movements during the year, demonstrating how we have moved to the financial position reflected on the Balance Sheet.

Movement of cash

Cash flows in: rents, council tax payments, government grants, cash received for goods and services	£'000	Cash flows out: Employees, benefits, business rates pool, precepts, interest on borrowings	
	Revenue activities		(3580)
	Returns on investments		(50)
	Capital activities		1878
	Financing		(290)
	Short term deposits		1510
	Net increase in cash	<u>532</u>	

Housing Revenue Account

The purpose of this is to record expenditure and income relating to the provision of council housing. The Housing Revenue Account is incorporated within the Income and Expenditure Account but is also disclosed separately in accordance with statutory requirement.

	£'000
<u>Income</u>	
Rents	6,108
Other income	875
Total	<u>6,983</u>
<u>Expenditure</u>	
Repairs and maintenance	1,502
Management costs	1,679
Subsidy payable	1,691
Supporting people costs	382
Other costs	1,376
Total	<u>6,630</u>
Surplus for year	<u>353</u>

Collection Fund

The Collection Fund shows the transactions relating to the collection of council tax, business rates and residual community charge. We also collect council tax on behalf of Leicestershire County Council, Leicestershire Police Authority, Leicestershire Combined Fire Authority and parishes. Business rates are collected by us and paid over to the Government and then a proportion of it is given back to us.

	£'000
2006/07	
<u>Income</u>	
Council tax	40,278
Business rates	33,190
Total income	<u>73,468</u>
<u>Expenditure</u>	
Harborough District Council	5,611
Leicestershire County Council	28,896
Leicestershire Police Authority	4,110
Leicestershire, Leicester & Rutland Fire Authority	1,405
Business rates transferred to the Government	33,069
Other	241
Total expenditure	<u>73,332</u>
Surplus for the year	<u>136</u>

Glossary

Audit Commission	The Audit Commission is an independent body responsible for ensuring that public money is used economically, efficiently and effectively
Best Value	Best Value is a challenging framework to improve local services. Under Best Value, councils are required to assess their own performance and put in place measures to ensure continual improvement in these services
BVPI	Best Value Performance Indicator
CDRP	Crime and Disorder Reduction Partnership
Citizens' Panel	Large representative sample of residents enabling regular consultation
CLS	Community legal services
CRE	Commission for Racial Equality
DWP	Department of Work and Pensions
FPN	Fixed Penalty Notice
FTE	Full time equivalent
GovMetric	Means of collecting customer satisfaction data
Green Apple Award	Award given by the Green Organisation for best practice in recycling for a district council
Green Flag Status	National standard for parks and open spaces in England and Wales
HART	Harborough Against Retail Theft - co-operation between retailers, licensees, the police and ourselves directed at combating criminal activity within Market Harborough
Have Your Say	Meetings for the community to discuss local services and wider community issues. To be held twice a year in six areas and four times a year in Market Harborough
HB	Housing Benefit
HDC	Harborough District Council
HDCSP	Harborough District Community Safety Partnership
Hip	Housing improvement programme
ICT	Information Communication Technology
IT	Information Technology
LA	Local Authority (council)
LAA	Local Area Agreement
LDS	Local Development Scheme
LPI	Local Performance Indicator
LSP	Local Strategic Partnership
NSP	Notice seeking possession
PI	Performance Indicator
Precepts	The amount each non-billing authority (county council, police authority or parish council) asks the billing authority (district and borough councils) to collect every year to meet their spending
Pubwatch	An extension of HART, centred around licensed premises and late-night retail units
SAP	Standard Assessment Procedure. Used to determine energy ratings in domestic dwellings
Scores on the Doors	Restaurant food safety star rating
SNEN	Single, non-emergency number (101)
TEN	Software used for performance management
VAT	Value Added Tax
WALL	Women's Aid Leicestershire Limited
Welland SSP	Welland Sub-Regional Strategic Partnership - funded by the East Midlands Development Agency to tackle across-the-board economic regeneration issues
Welland Partnership	A partnership of five local authorities: Harborough District Council, Melton Borough Council, East Northamptonshire District Council, Rutland County Council and South Kesteven District Council

Information Sources

www.audit-commission.gov.uk	View national reports, performance indicators etc.
www.cipfa.org.uk	Chartered Institute of Public Finance and Accountancy
www.communities.gov.uk	Department for Communities and Local Government
www.doh.gov.uk	Department of Health
www.dwp.gov.uk	Department for Work and Pensions
www.english-heritage.org.uk	English Heritage
www.foodstandards.gov.uk	Food Standards Agency
www.harborough.gov.uk	Harborough District Council website
www.harboroughchamber.co.uk	Market Harborough Chamber of Trade and Commerce
www.hmce.gov.uk	HM Revenue and Customs
www.homeoffice.gov.uk	Home Office
www.hse.gov.uk	Health and Safety Executive
www.idea.gov.uk	Information and Development Agency
www.info4local.gov.uk	Website run by 5 central government departments. Latest government publications and has a useful 'email alert' feature
www.iwm.co.uk	Chartered Institution of Wastes Management - represents 7,000 waste management professionals
www.jrf.org.uk	Joseph Rowntree Foundation - UK's largest independent social policy research and development charity
www.leicscareonline.org.uk	Leicestershire Care Online. Support for living in the community
www.leicestershiretogether.org	Leicestershire Together is the Local Strategic Partnership (LSP) for Leicestershire This is the website of the LSP and also contains information on the Leicestershire LAA
www.lganet.gov.uk	Provides access to all Local Government Association websites
www.lutterworthonline.co.uk	Local community website
www.marketharboroughonline.co.uk	Local community website
www.official-documents.co.uk	Locates official documents easily. Official reference facility for House of Commons papers

Statement on Contracts

There have been no contracts awarded during the 2006/07 financial year which involve a transfer of staff

Compliance with the Code of Practice on Workforce Matters in Local Authority Service Contracts has therefore been achieved

Community Safety

Ref:	Best Value Performance Indicators	05/06 Audited Outturn	06/07 Target	06/07 Outturn	07/08 Target	08/09 Target	09/10 Target	All Councils 05/06	
								Median	Best 25%
BV126a	Domestic burglaries per 1000 households	7.98	7.3	7.26	7.3	7.3	7	8.9	6.4
BV127a	Violent crimes per 1000 population	10.16	13.06	12.6	13.06	13.06	13.06	16.09	12.4
BV127b	Robberies per 1000 population	0.16	0.37	0.21	0.37	0.37	0.37	0.5	0.3
BV128	Vehicle crimes per 1000 population	6.05	5.2	6.55	5.2	4.7	4.7	9.7	7.32
BV174	The number of racial incidents recorded by the authority per 100,000 population	0	0	0	0	0	0		
BV175	% of racial incidents that resulted in further action	100%	100%	100%	100%	100%	100%		
BV225	Action against domestic violence (formerly BV176)	37.8	63.64	63.64	63.64	63.64	63.64		

Community Services

Ref:	Best Value Performance Indicators	05/06 Audited Outturn	06/07 Target	06/07 Outturn	07/08 Target	08/09 Target	09/10 Target	All Councils 05/06	
								Median	Best 25%
BV170a	No. of visits / usages to museums per 1000 population	130	120	131.60	120	120	120	382	952
BV170b	No. of those visits that were in person per 1000 population	124	96	122.94	112	112	112	246	523
BV170c	No. of pupils visiting museums and galleries in organised study groups (formerly BV113)	1105	460	658	600	600	600	2581	8155

Corporate Services

Ref:	Best Value Performance Indicators	05/06 Audited Outturn	06/07 Target	06/07 Outturn	07/08 Target	08/09 Target	09/10 Target	All Councils 05/06	
								Median	Best 25%
BV2a	Level (if any) of the Equality Standard for Local Government to which the authority conforms	Level 1	Level 1 by Dec. 06	Level 1	Level 2 by Dec 07	Level 2	Level 2		
BV2b	Race Equality Scheme Score	21%	37%	37%	63%	63%	63%	63%	79%
BV11a	% of top 5% earners that are women	43.75%	40%	45.41%	45%	45%	45%	32%	42.58%
BV11b	% of top 5% earners from black and minority ethnic communities	6.25%	7%	6.49%	7%	7%	7%	1.50%	4.32%
BV11c	% of top 5% earners with a disability	0%	0%	0%	0%	1%	1%		
BV12	Average working days / shifts lost due to sickness per FTE	10.38	8.9	9.69	8.33	8.33	8.33	9.52	8.33
BV14	Early retirement as a % of total workforce	0%	0.17%	0.73%	0.17%	0.17%	0.17%	0.43%	0.17%
BV15	Ill health retirements as a % of total workforce	0%	0.10%	0%	0.10%	0.10%	0.10%	0.23%	0.10%
BV16a	% of total workforce declare they are disabled per Disability Disc. Act	5.84%	5%	5.44%	5.50%	6.00%	6.00%	2.73%	3.86%

Corporate Services (continued)

Ref:	Best Value Performance Indicators	05/06 Audited Outturn	06/07 Target	06/07 Outturn	07/08 Target	08/09 Target	09/10 Target	All Councils 05/06	
								Median	Best 25%
BV16b	% of economically active disabled community population	9.35%	*	9.35%	*	*	*		
BV17a	Minority ethnic community staff as % of total workforce	2.37%	2.50%	2.72%	3%	3%	3%	1.80%	4.80%
BV17b	% of economically active minority ethnic community population	1%	*	1%	*	*	*		
BV156	% of buildings open to the public and accessible to the disabled	80%	80%	80%	80%	80%	80%		

*HDC have no control over these indicators and do not set targets.

Financial Services

Ref:	Best Value Performance Indicators	05/06 Audited Outturn	06/07 Target	06/07 Outturn	07/08 Target	08/09 Target	09/10 Target	All Councils 05/06	
								Median	Best 25%
Council tax/Business Rates:									
BV9	Proportion of Council Tax collected	95.31%	98.90%	96.57%	97.90%	98.90%	98.90%	997.61%	98.4%
BV10	% of Business Rates which should have been received during the year that were received	98.74%	99.20%	97.75%	98.50%	99.20%	99.20%	98.81%	99.26%

Benefits:									
BV76a	Benefits claimants visited per 1000 caseload	193.4	205	272.81	250	280	280		
BV76b	Benefits Fraud Investigations per 1000 caseload	0.3	0.3	0.31	0.3	0.3	0.3		
BV76c	Benefits fraud investigations per 1000 caseload	26.25	27	20.94	21	25	25		
BV76d	Benefits prosecutions / sanctions per 1000 caseload	12.5	12	14.06	10	10	15		
BV78a	Benefits: Average time for processing new claims (days)	39.76	28	34.04	27	24	24	32	26.4
BV78b	Average time for processing notifications of changes of circumstances (days)	9.35	8	8.07	7	7	7	13.5	9.1
BV79a	% of cases within a random sample for which the authority's calculation of HB/CTB is found to be correct	99.80%	99.20%	99.40%	99.40%	99.75%	99.75%	98.2%	99%
BV79bi	The amount of HB overpayments recovered being reported on as a % of HB deemed recoverable overpayments	Unable to calculate	30%	54.2%	40%	45%	50%	70%	79%
BV79bii	HB overpayments recovered as % of the total amount of HB overpayment debt o/s at the start of the period plus amount of HB overpayments identified	6%	30%	22.10%	30%	50%	50%	33%	39%
BV79biii	HB overpayments written off as a % of the total amount of HB overpayment debt o/s at the start of the period, plus amount of HB overpayments identified during the period	Unable to calculate	3%	0.14%	10%	3%	3%		

Financial Services (continued)

Ref:	Best Value Performance Indicators	05/06 Audited Outturn	06/07 Target	06/07 Outturn	07/08 Target	08/09 Target	09/10 Target	All Councils 05/06	
								Median	Best 25%
Payment of Invoices:									
BV8	% of undisputed invoices which were paid within 30 days	91.80%	100%	93.79%	100%	100%	100%	93.45%	96.71%
Community Legal Services:									
BV226a	Advice and Guidance Services - total expenditure		55200	55200	55200	55200	55200		
BV226b	Advice and Guidance Services - CLS Quality Mark	100%	100%	100%	100%	100%	100%		
BV226c	Advice and Guidance Services - direct provision	Unable to calculate	Unable to calculate	Unable to calculate	Unable to calculate	Unable to calculate	Unable to calculate		

Health and Enforcement Services

Ref:	Best Value Performance Indicators	05/06 Audited Outturn	06/07 Target	06/07 Outturn	07/08 Target	08/09 Target	09/10 Target	All Councils 05/06	
								Median	Best 25%
BV63	Average SAP energy efficiency rating of LA owned dwellings	67	68	67	68	68	68	67	69
BV64	The number of private sector vacant dwellings returned into occupation or demolished during the year as a direct result of Local Authority action	4	6	31	30	30	30	27	77
BV166	Score against a checklist of enforcement for best practice for Environmental Health	80%	90%	90%	95%	100%	100%	93%	100%
BV216a	Identifying contaminated land	569	569	481	480	480	480		
BV216b	Information on contaminated land	4.9%	5%	24.53%	5%	5%	5%	3%	9%
BV217	Pollution control improvements	94%	100%	96%	100%	100%	100%	94%	100%

Housing Services

Ref:	Best Value Performance Indicators	05/06 Audited Outturn	06/07 Target	06/07 Outturn	07/08 Target	08/09 Target	09/10 Target	All Councils 05/06	
								Median	Best 25%
BV66a	Rent collection and arrears: a: Proportion of rent collected	97.34%	100%	98.29%	100%	100%	100%	97.75%	98.59%
BV66b	Rent collection and arrears: b: 7 week arrears	5.12%	5%	4.61%	5%	5%	5%	5.96%	4.12%
BV66c	Rent collection and arrears: c: NSP's	5.89%	6%	3.96%	7%	7%	7%	27.75%	17.06%
BV66d	Rent collection and arrears: d: evictions	0.37%	0.28%	0.28%	0.28%	0.28%	0.28%	0.38%	0.2%

Housing Services (continued)

Ref:	Best Value Performance Indicators	05/06 Audited Outturn	06/07 Target	06/07 Outturn	07/08 Target	08/09 Target	09/10 Target	All Councils 05/06	
								Median	Best 25%
BV164	Follow CRE's code of practice in rented housing	No	Yes	Yes	Yes	Yes	Yes		
BV184a	Proportion of LA homes non-decent	11.04%	21%	20.34%	17%	12%	8%	30%	16%
BV184b	LA homes non-decent - % change in proportion	10.14%	5%	7.13%	5%	0%	0%	13.90%	28.3%
BV212	Average time to re-let LA housing	79	40	58.42	40	35	28	37	29

Street Scene Services

Ref:	Best Value Performance Indicators	05/06 Audited Outturn	06/07 Target	06/07 Outturn	07/08 Target	08/09 Target	09/10 Target	All Councils 05/06	
								Median	Best 25%
Waste and Recycling:									
BV82ai	% of household waste recycled	19%	18%	19.45%	18%	18%	30%	17%	21%
BV82aii	Tonnage of household waste recycled	6622	6500	6962	6500	6500	6500	9350	15126
BV82bi	% of household waste composted	25.73%	28%	29.01%	18%	18%	30%	8%	13%
BV82bii	Tonnage of household waste composted	9160	9200	10384	9200	9200	9200	4792	8770
BV84a	Household waste collected - kg. per head	450.63	480	445	480	480	480	434	393
BV84b	Household waste collected - (% change)	3.65%	1%	-1.40%	1%	1%	1%	-1.40%	-3.74%
BV86	Cost of waste collection per household	£64.13	£49.26	£55.70	£55.00	£54.00	£53.00	£45.47	£39.48
BV91	Kerbside collection of recyclables (one recyclable)	100%	100%	100%	100%	100%	100%	99%	100%
BV91	Kerbside collection (two recyclables)	100%	100%	100%	100%	100%	100%	98%	100%

Streetscene:									
BV199a	Local streets and environmental cleanliness (litter)	7%	25%	5.54%	25%	25%	25%	14%	8.83%
BV199b	Local streets and environmental cleanliness (graffiti)	0%	0%	0%	25%	25%	25%	2%	1%
BV199c	Local streets and environmental cleanliness (fly-posting)	0%	0%	0.22%	25%	25%	25%	1%	0%
BV199d	Local streets and environmental cleanliness (fly tipping)	2%	2%	4%	2%	2%	2%		
BV218a	Abandoned vehicles (investigation)	98.72%	100%	98.89%	100%	100%	100%	88.54%	96.64%
BV218b	Abandoned vehicles (removal)	100%	100%	100%	100%	100%	100%	81.90%	95%

Satisfaction survey results - three year survey across local government

Ref:	Indicator		06/07 Outturn	03/04 Audited Outturn	06/07 Target	09/10 Target	All Councils 06/07	
							Median	Best 25%
BV3	Overall satisfaction with the council	% satisfied	54%	55%	56%	58%	53%	58%
		Sample size	2574					
		Confidence interval	1.92%					
BV4	Satisfaction with complaints handling	% satisfied	30%	32%	33%	37%	33%	37%
		Sample size	545					
		Confidence interval	3.84%					
BV89	Satisfaction with cleanliness	% satisfied	65%	60%	61%	73%	68%	73%
		Sample size	2630					
		Confidence interval	1.83%					
BV90a	Satisfaction with waste collection	% satisfied	61%*	89%	90%	85%	80%	85%
		Sample size	2638					
		Confidence interval	1.86%					
BV90b	Satisfaction with waste recycling (local facilities)	% satisfied	64%	75%	76%	75%	70%	75%
		Sample size	2442					
		Confidence interval	1.90%					
BV111	Satisfaction with the Planning service	% satisfied	80%	80%	80%	81%**	74%**	81%**
		Sample size	187					
		Confidence interval	5.71%					
BV74i	Satisfaction with overall service provided by landlord - all respondents	% satisfied	83%	86%	87%	83%**	73%**	83%**
		Sample size	1456					
		Confidence interval	1.92%					
BV74ii	Satisfaction with overall service provided by landlord - BME respondents	% satisfied	89%	86%	87%	80%**	70%**	80%**
		Sample size	9					
		Confidence interval	20.53%					
BV74iii	Satisfaction with overall service provided by landlord - non-BME respondents	% satisfied	83%	87%	88%	84%**	78%**	84%**
		Sample size	1421					
		Confidence interval	1.93%					
BV75i	Satisfaction with opportunities for participation - all respondents	% satisfied	70%	69%	70%	69%**	64%**	69%**
		Sample size	1160					
		Confidence interval	2.64%					
BV75ii	Satisfaction with opportunities for participation - BME respondents	% satisfied	50%	49%	50%	35%**	23%**	35%**
		Sample size	8					
		Confidence interval	34.65%					
BV75iii	Satisfaction with opportunities for participation - non-BME respondents	% satisfied	70%	69%	70%	70%**	64%**	70%**
		Sample size	1117					
		Confidence interval	2.68%					
BV119a	Culture - Satisfaction with cultural and recreational activities - sports/leisure facilities	% satisfied	53%	44%	45%	63%	58%	63%
		Sample size	2565					
		Confidence interval	1.93%					
BV119b	Culture - Satisfaction with cultural and recreational activities - libraries	% satisfied	72%	not measured	not set	77%	74%	77%
		Sample size	2607					
		Confidence interval	1.72%					

Satisfaction survey results (continued)

Ref:	Indicator		06/07 Outturn	03/04 Audited Outturn	06/07 Target	09/10 Target	All Councils 06/07	
							Median	Best 25%
BV119c	Culture - Satisfaction with cultural and recreational activities - museums/galleries	% satisfied	35%	31%	32%	51%	40%	51%
		Sample size	2522					
		Confidence interval	1.86%					
BV119d	Culture - Satisfaction with cultural and recreational activities - theatres/concert halls	% satisfied	24%	28%	29%	53%	41%	53%
		Sample size	2506					
		Confidence interval	1.68%					
BV119e	Culture - Satisfaction with cultural and recreational activities - parks and open spaces	% satisfied	69%	69%	70%	78%	74%	78%
		Sample size	2582					
		Confidence interval	1.79%					
BV80a	Satisfaction with Benefits Service - contact with the office	% satisfied	82%	86%	87%	83%**	79%**	83%**
		Sample size	687					
		Confidence interval	2.85%					
BV80b	Satisfaction with Benefits Service - service in the office	% satisfied	86%	89%	90%	85%**	80%**	85%**
		Sample size	334					
		Confidence interval	3.70%					
BV80c	Satisfaction with Benefits Service - telephone service	% satisfied	81%	85%	86%	77%**	70%**	77%**
		Sample size	287					
		Confidence interval	4.55%					
BV80d	Satisfaction with Benefits Service - staff in the office	% satisfied	85%	89%	90%	85%**	77%**	85%**
		Sample size	635					
		Confidence interval	2.81%					
BV80e	Satisfaction with Benefits Service - forms	% satisfied	62%	70%	71%	67%**	63%**	67%**
		Sample size	664					
		Confidence interval	3.69%					
BV80f	Satisfaction with Benefits Service - speed of service	% satisfied	72%	81%	82%	76%**	71%**	76%**
		Sample size	707					
		Confidence interval	3.30%					
BV80g	Satisfaction with Benefits Service - overall satisfaction	% satisfied	81%	87%	88%	83%	79%**	83%**
		Sample size	710					
		Confidence interval	2.89%					

* The audited outturn for 2003/04 of 89% was based on the original recycling and refuse service in 2003, the survey was carried out in September - November 2003. At this point the service consisted of weekly recycling collections and weekly refuse collections.

In March/April 2004 the service became alternate weekly collections, this year had the role-out of the wheeled bins and the steep learning curve associated with a new service to contend with. The recycling and refuse service was changed after a successful funding bid was secured with Defra, in 2003. The aim was to reduce the amount of waste sent to landfill and encourage, through resident participation, increased composting and recycling. The results for the survey in 2006/07 were carried out in September - November 2006, this accounts for the different satisfaction figure of 61% as it covers the implementation period.

** all councils 2003/04



LOCAL ACCESS TO LOCAL SERVICES



Council Offices, Market Harborough

Write to us: Harborough District Council
Council Offices
Adam & Eve Street
Market Harborough
Leicestershire LE16 7AG

Telephone us: 01858 82 82 82

Fax us: 01858 82 10 00

Text us: 07797 87 82 82

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

Access our services online:
www.harborough.gov.uk

Visit us:



Broughton Astley Service Point

Parish Council Offices, Station Road,
Broughton Astley

Thursday: 10.00 - 14.00



Fleckney Service Point

Fleckney Library, School Street,
Fleckney, Leicestershire

Friday: 09.30 - 12 noon



Great Glen Service Point

Parish Council Offices, Glendale
House, Church Road, Great Glen

Tuesday: 14.00 - 17.00



Lutterworth Service Shop

19-21 Market Street, Lutterworth

Mon - Fri: 08.45 - 16.45

Market Harborough Service Shop

Council Offices, Adam & Eve Street,
Market Harborough

Mon - Fri: 08.45 - 17.00

Sat: 09.30 - 12.30

All enquiries 01858 82 82 82