

THE PLACE: an enterprising, vibrant place

CO 1: Keeping the District a great place to live

Key Activities	Status	Progress	Next Steps	CMT Lead	Portfolio
KA.01.01 Adoption and Implementation of the Local Plan	Green	- The Local Plan hearings were held in the first two weeks of October 2018. At the end of the hearing sessions the Inspector's preliminary view was that the plan was sound, subject to certain modifications (it is normal for plans to require modifications).	- The modifications to the Local Plan do not require additional evidence, other than potential changes to Policy BE2: Strategic Distribution. A report will go to Council on 26 November 2018 for Members to decide an appropriate way forward on this matter. Adoption of the plan is now unlikely to be until Quarter 4 of this year, at the earliest.	D. Atkinson	Planning, Housing and Regeneration
KA.01.02 To promote community safety through the Community Safety Partnership	Green	- Safer Summer Campaign was held from June to August 2018 and included two adverts on HFM around anti-social behaviour and the World Cup. - A leaflet was produced for Kibworth Community Focus Group highlighting security messages for Safer Summer. - Parish e-newsletter was issued in August 2018. - Radio advert on Scams produced and aired in September 2018. - Prevent Awareness event was attended in September 2018. - Worked with Police and Turning Point to ensure joined-up working around substance misuse in schools.	- Delivery of Celebrate Safely Campaign from October to December 2018. - Hate Awareness will take place week commencing 15 October 2018.	A.M. Hawkins	Community Safety and Licensing
KA.01.03 Ensure an effective, integrated and accessible Planning Service	Green	- The Local Plan hearings were held in the first two weeks of October 2018. At the end of the hearing sessions the Inspector's preliminary view was that the plan is sound subject to certain modifications (it is normal for plans to require modifications).	- The modifications to the Local Plan do not require additional evidence, other than potential changes to Policy BE2: Strategic Distribution. A report will go to Council on 26 November 2018 for Members to decide an appropriate way forward on this matter. Adoption of the plan is now unlikely to be until Quarter 4 of this year, at the earliest.	D. Atkinson	Planning, Housing and Regeneration

Key Activities in Detail

Appendix A

Key Activities	Status	Progress	Next Steps	CMT Lead	Portfolio
KA.01.04 Provide effective local air quality management	Green	<p><u>The Kibworths</u></p> <ul style="list-style-type: none"> - The Annual Status Report and Action Plan were approved by the Executive in September 2018. - An eight-week consultation on the Action Plan commenced on 24 September 2018. As part of the consultation, Environmental Officers have attended recent Kibworth Parish Council Meetings and have two public drop-in sessions planned for the coming weeks (24 October and 6 November). - Air Quality Monitoring Equipment: we are in the process of arranging for a metered power supply to be installed. It is anticipated that the equipment should be in place by the end of November 2018. - The microsimulation project managed by Leicestershire County Council to assess traffic movements and possible junction improvements commenced on 17 September 2018. - Webpages have been updated accordingly including an online consultation process. <p><u>Lutterworth</u></p> <ul style="list-style-type: none"> - The gating project in Lutterworth to determine the impact of traffic light sequencing on local air quality continues. 	<ul style="list-style-type: none"> - Commissioning of the Air Quality Monitoring Equipment by the end of November 2018. - Evaluation of the Action Plan consultation process which ends of 19 November 2018. - Evaluation of the Microsimulation work and Air Quality monitoring (draft report expected early 2019). 	V.Wenham	Environment and Regulatory Services
KA.01.05 To promote the vibrancy of the District's two market towns	Green	<ul style="list-style-type: none"> - Loyalty scheme now running in Market Harborough, Lutterworth and the wider District. 88 businesses now signed up. - Lutterworth Town Centre Masterplan in the process of being procured. - Digital training for retailers has been delivered 	<ul style="list-style-type: none"> - Identification of further possible town events such as a Winter Food Festival in 2019. - Contract preferred bidders for Masterplan development. - Support delivery of taste trail in Lutterworth. - Continue to support the Lutterworth Retail 	M. Perris	Strategy and Economic Development

Key Activities in Detail

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		<p>successfully in Lutterworth and Market Harborough.</p> <ul style="list-style-type: none"> - Market Harborough now has an informal retail group led by independent retailers who plan to meet on a monthly basis. - The Council is hosting a meeting for all retailers to meet with the local MP and Leader. The informal Chair of the retail group will facilitate a session within the meeting. - Discussions with Taste Harborough to develop a Christmas event in 2019. - A programme of events has been organised as part of the Leicester Comedy Festival in February 2019. - Harborough Food Festival successfully delivered. - Both the Harborough Food Festival and Classic Car Show were nominated for tourism awards. 	<p>Forum and new retail group in Market Harborough.</p> <ul style="list-style-type: none"> - Deliver the retailers meeting in October 2018 		
<p>KA.01.06 To promote a clean environment through campaigns and enforcement</p>	<p>Green</p>	<ul style="list-style-type: none"> - Continued to investigate cases and monitor with cameras. - Two possible Fixed Penalty Notices pending. - Focussed on Littering from Vehicle and Fixed Penalty Notices for litter. 	<ul style="list-style-type: none"> - The possibility of issuing Fixed Penalty Notices for littering and littering from vehicles is being investigated with a view to starting to issue fines at the end of 2 December 2018. 	<p>M. Perris</p>	<p>Environment and Regulatory Services</p>
<p>KA.01.07 Provide domestic energy efficiency advice and measures through Harborough Warm Homes</p>	<p>Green</p>	<ul style="list-style-type: none"> - The Council's Help to Heat criteria were reviewed and are ready to publish as soon as the Government's ECO3 consultation is announced. Plans for communications are also in place for use as soon as the ECO3 consultation is announced. During the period from April 2018 to the end of July 2018, 195 homes had energy efficiency measures introduced, with associated carbon savings of 5,950tonnes of carbon. - The Climate Local Report has been received by Council and is on the Council's website. 	<ul style="list-style-type: none"> - Publicity of new ECO3 scheme. 	<p>V.Wenham</p>	<p>Environment and Regulatory Services</p>

CO 2: Wider employment choice

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
KA.02.01 Allocate sufficient land to meet forecasted employment need across a range of employment	Green	- The Local Plan hearings were held in the first two weeks of October 2018. At the end of the hearing sessions the Inspector's preliminary view was that the plan is sound subject to certain modifications (it is normal for plans to require modifications).	- The modifications to the Local Plan do not require additional evidence, other than potential changes to Policy BE2: Strategic Distribution. A report will go to Council on 26 November 2018 for Members to decide an appropriate way forward on this matter. Adoption of the plan is now unlikely to be until Quarter 4 of this year, at the earliest.	D. Atkinson	Planning, Housing and Regeneration
KA.02.02 Encourage the entrepreneurial SME economy through the Harborough Innovation Centre and business support networks	Green	- Monthly contract review meetings for the Harborough Innovation Centre (HIC) underway. - Regular outreach support sessions and events being held in Lutterworth as part of the Pioneer10 support programme. - Delivered regular business updates to subscribers to keep them informed of support, events and networks available to businesses in the area. - Contract review to be considered by Executive before the end of 2018. - Funding secured to improve the internet speed in the HIC, roll out of the project to be completed January 2019.	- Continue to deliver outreach business support in Lutterworth and assess if there is a requirement for outreach support in other areas of the District. - Continue to attend local networks and engagement with SME economy. - Continue delivery of the Business Support Update twice monthly. - reschedule the 'A taste of Harborough' event in parliament, businesses identified and to be contacted regarding attendance.	M. Perris	Strategy and Economic Development
KA.02.03 Develop partnerships with schools, universities and centres of excellence to provide services in the District	Green	- Engagement has been undertaken with secondary schools within the District, including attendance at a head teacher networking meeting. - A contact list is being created to provide a link between schools and businesses within the District. - Engagement has been undertaken with employment hub and local apprenticeship co-ordinator. - Attended LLEP co-ordinated Skills Forum.	- Hold Careers event in March 2019. - Work with the LLEP to encourage the enterprise advisors network to begin dialogue with schools in the District. - Work with the Assets Team and partners to begin scoping and identifying if there is any interest in whether a Higher- or Further-education facility could be provided within the District. - Begin conversations with schools regarding links with employers in the area. Discuss potential initiatives (interview techniques, sector skills days) and begin planning for delivery in Quarter 3.	M. Perris	Strategy and Economic Development

CO 3 Quality Homes for all

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
KA.03.01 Achieve delivery of an appropriate mix and type of housing that meets local need throughout the District, across all tenures	Green	- During Quarter 2, 13 affordable homes were completed.	- Between 12 and 20 affordable homes are expected to be completed during Quarter 3.	D. Atkinson	Planning, Housing and Regeneration
KA.03.02 Develop inward investment offer for the Harborough District	Green	<p>- The first draft of the Inward Investment website has been completed and now there is regular feedback on improving the website until it goes live at the start of November 2018.</p> <p>- In addition to the Inward Investment website, a marketing video about the District is being created by an external, local marketing company. Filming has taken place and the marketing company will start to edit the video to the deadline of the 8 November 2018. We will be working with the marketing company on making sure that it compliments the Inward Investment brand and aligns with the 'Harnessing Harborough' brand.</p> <p>- The breakfast launch event is now going to be held on the Friday 1 March 2019 as this will give time to target the specific audience that should attend this event.</p> <p>- Meetings have continued to take place with businesses and potential businesses looking to move into the area.</p> <p>- Meetings have continued to take place with stakeholders to help build-up relationships.</p>	<p>- Launch Inward Investment website and video.</p> <p>- Promotion of two products to key stakeholders.</p> <p>- Monitoring of hits to the website and views of the video.</p> <p>- Host a successful launch event.</p> <p>- Continue to look at how to best bring forward employment sites and build up a positive relationship with relevant departments.</p> <p>- Make sure communication continues with external stakeholders, to be aware of any potential businesses that are interested in investing in the area.</p> <p>- Monitor the movement of businesses coming and going into the area</p>	M. Perris	Strategy and Economic Development

Key Activities in Detail

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Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
KA.03.03 Provision of effective housing advice and prevention of homelessness	Green	<ul style="list-style-type: none"> - A new trainee housing advisor has been in post since September 2018. - We have had 22 prevention cases and 18 homeless cases during Quarter 2. - Worked with other districts to develop protocols to prevent and relieve homelessness throughout Leicestershire. - Developed closer working relationships with supported housing provider - The Falcon Centre. - Completed a strategy for the Homeless Prevention Fund to make better use of Council money to prevent homelessness. 	<ul style="list-style-type: none"> - Recruit 2 new permanent housing advisors by the end of Quarter 3. - Finalise the Housing and Homelessness Strategy. - Review the temporary accommodation currently used by the Council. 	A.M. Hawkins	Planning, Housing and Regeneration
KA.03.04 To bring long-term empty properties back in to use	Green	<ul style="list-style-type: none"> - Evaluation of the impact of the Council Tax empty homes premium commenced. This will help develop the inspection programme. 	<ul style="list-style-type: none"> - Complete the evaluation of the impact of the Council Tax empty property premium and finalise the inspection programme for 2018/19. - Continuation with the inspection programme and working across all services to enable effective action to encourage re-occupation of empty properties. 	A.M. Hawkins	Environment and Regulatory Services

CO 4 Improving Tourism for the District

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
KA.04.01 Develop in partnership the local visitor economy	Green	- Seven Tourism businesses signed up to the Loyal Free App.	<ul style="list-style-type: none"> - Harborough Big Weekend to take place as part of Leicester Comedy Festival, from the 21-24 February 2019. Programme of events is complete and submitted. Launch event to be held on 2 November 2018. - The Future of Tourism in Harborough event is taking place on 2 November 2018. Panel will feature: Neil O'Brien MP, Alberto Costa MP, Cllr. Neil Bannister and Martin Peters, Chief Executive of Leicestershire Promotions. - Attractions map is on track to be updated and launched during Quarter 1 of the 2019/20 year. - Refresh Tourism blueprint in light of several key successes being delivered. - Plan Houses of Parliament event. - Continue planning final arrangements around the Comedy Festival. 	M. Perris	Strategy and Economic Development

CO 5 Infrastructure-led Development

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
KA.05.01 To influence the Leicester and Leicestershire Strategic Growth Plan	Green	- The Strategic Growth Plan (SGP) has been finalised and will be considered by Council on 10 December 2018.	- If Council agrees, the SGP will be adopted.	D. Atkinson	Planning, Housing and Regeneration
KA.05.02 To work with communities in identifying and evidencing local community facility needs	Green	- 11 requests for consultation responses on planning applications were received. - Section 106 community facility obligation requests were submitted as appropriate. - Continued work with parishes, who are seeing new development proposals, to identify community facility need to support obligation requests. One-to-one meetings were held with groups/Parish Councils in Broughton Astley, Fleckney, Great Glen, Market Harborough, Lutterworth, Kibworth, Great Easton and Houghton on the Hill to discuss Section 106 projects and evidence of need requirements. - The Council arranged a Dragons Den Funders Event, which saw a number of community facility projects request support and advice from professional grant funders. This was a successful event for both presenters and the funders.	- Continue to work with parishes to identify community facility needs as a result of new housing growth and submit Section 106 requests as appropriate. - The Council has organised the following event on the 22 November 2018: 'Planning for a Healthier Community and Improved Facilities'.	A.M. Hawkins	Wellbeing and Localities
KA.05.03 Implementation of the Infrastructure Delivery Plan	Green	- Delivery of infrastructure will be appropriately monitored once the Local Plan is adopted.	- Once the Local Plan is adopted, infrastructure required to deliver the sites allocated in the plan will be monitored through the Authority Monitoring Report.	D. Atkinson	Planning, Housing and Regeneration

THE PEOPLE: a healthy, inclusive and engaged community

CO 6 More-accessible services available 24/7

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
<p>KA.06.01 Implement the Channel Shift Action Plan in order to improve the customer experience, deliver efficiencies and maximise use of online submission portals</p>	<p>Amber</p>	<p>- Following a gateway review, the Channel Shift project transitioned into the Digitalisation Agenda. A new Strategy and Scope document has been created and a revised project initiation document produced.</p> <p>- The objectives of the programme have been redefined:</p> <ul style="list-style-type: none"> • Aim to provide the same richness and quality of service across all access channels. • Remove inefficiencies and waste within service delivery processes, including removing paper/manual processing of non-digital information. • Encourage and promote customers using the least-cost access channel. • Provide 24/7 access to transactions via online services. • Provide a 'one-stop-shop' experience for online transactions via a single customer portal. • Design services such that face-to-face customer contact is reduced if it cannot be avoided. • Ensure staff have the necessary tools required to undertake their roll efficiently, and in a manner consistent with modern digital ways of working. • Ensure the customer is updated as to the status of their service request in a timely and appropriate manner. <p>- The advert for the Digital Transformation Officer closed on 30 September 2018.</p>	<p>- Finalise recruitment of the Digital Transformation Officer.</p> <p>- Staff engagement sessions to be run.</p> <p>- CRM/CXM evaluation to be undertaken.</p> <p>- Project milestones and plans to be drawn out.</p>	<p>A.M. Hawkins</p>	<p>Corporate Governance</p>

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Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
KA.06.02 To design services around the customer	Amber	<ul style="list-style-type: none"> - New online services such as Temporary Event Notices, Lagan Garden Waste Forms and the Whitespace system to enable customers to review their waste collections, underwent full testing before launching to ensure the service was easy to find from the Council's website and that it was accessible and easy to complete for all our customers. This testing was carried out with Council staff, the Equalities Officer and partners. - Initial research into how a customer testing system would operate has been undertaken. Further work is required before considering implementation. 	<ul style="list-style-type: none"> - Continue to explore a customer 'testing' pilot for new or revised online services. - Carryout the pilot and review the findings. 	A.M. Hawkins	Corporate Governance
KA.06.03 To regularly seek community and business views through consultation	Green	<ul style="list-style-type: none"> - Two business newsletters were issued during each month of Quarter 2. The total readership was 3,312 for Quarter 2. - Two 'Meet the MP' events were held: Neil O'Brien MP event 20 July 2018 with 20 local businesses attending to discuss local and national issues effecting businesses in the area; Alberto Costa MP event held 14 September 2018 with 30 local businesses attending. - Worked with retailers to seek their views to try and build a Retail Forum. - Communications plan was created which covers all Economic Development projects. 	<ul style="list-style-type: none"> - The Future of Tourism in Harborough event is being held during Quarter 3 as part of the Leicester Business Festival. The event will enable tourism businesses in the District to voice their opinions and questions to local leaders. - Gathered useful information from consultations and events so we will use this information to re-profile the Business Questionnaire ready to launch in 2019. 	A.M. Hawkins	Corporate Governance

CO 7 Increased participation in physical activity

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
<p>KA.07.01 Deliver and commission a range of sport and physical activities through securing funding through Public Health and other sources</p>	<p>Green</p>	<p>- Nifty from Fifty 'Our Active Ageing' project will be rolled out in January 2019.</p> <p>- Steady Steps sessions are being delivered around the District in Market Harborough, Lutterworth and Hallaton for those individuals at risk of falling. The Active Ageing programme is continuing to be developed with marketing material and programme sessions being developed ready for the start of a launch in early 2019. We are currently developing a 'Community Twilight Club' which targets care homes who have the capacity to be able to come out to activities in the community, Steady Steps maintains participants who want to take part in something different and are generally frail individuals. We are providing seated exercise sessions in Scraptoft also, and have ensured that we have a 'twilight Achiever' category at the Sports Awards.</p> <p>Wheels for all Cycling: outdoor sessions have been delivered through funding from Safe Well Happy through Market Harborough & Bowdens charity which funded three outdoor sessions at Welland park throughout the summer these sessions were designed in particular for Adult Learning Disability groups four of which are located within Market Harborough and one from Lutterworth.</p> <p>Learning Disability programme: our successful links with Freedom Support have resulted in a new partnership between the tennis club and this group. We supported six sessions to help set this partnership up and now sessions run regularly.</p> <p>We have three groups within the area attending</p>	<p>- Continue to work with all ages:</p> <ul style="list-style-type: none"> • Early Years (0-5), • Children and Young People, • Adults of all ages <p>- Use our targeted campaigns to encourage people to get active including:</p> <ul style="list-style-type: none"> • Feel Alive from 65 (activities designed to help and encourage those over 65 to be active, one week). • Nifty from Fifty (activities designed to help and encourage those 50+ to be active, lasts six weeks). • JUST (activities designed to encourage girls 16+ to be active, lasts eight weeks). <p>- Continue to work with all of our partners including:</p> <ul style="list-style-type: none"> • LRS - Leicestershire, Leicester and Rutland, the county sports partnership to help them achieve their vision of becoming The Most Sporting and Physically Active Place in England by 2025. • The South Leicestershire School Sports Partnership to help them run their school competitions. We also work together to create exit routes for young people. 	<p>A.M. Hawkins</p>	<p>Wellbeing and Localities</p>

Key Activities in Detail

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
		<p>regular Kurling sessions.</p> <p>Our Team has Developed a Learning Disabilities Leadership course alongside Freedom Support and our Disability Sport Liaison officer. The course was piloted over the summer and helped to develop skills and confidence for adults with Learning Disabilities to deliver sessions within their own setting and assist with sessions in the community and ensure that they feel valued as individuals. Our relationship and good work with this group has been celebrated with the chance of meeting our local MP at the Houses of Parliament.</p> <p>Sport England Families Offer: we have started the pilot of our Sport England Families Project which will enable inactive families to engage with the SLF programme to develop a lifelong commitment to physical activity by offering intensive Peer Mentoring by volunteers from the HomeStart programme. The idea is to make available tailored, affordable and fun activities facilitated by the district council Physical Activity Development Officers (PADOs).</p> <p>Currently we have two families working with the Homestart team and our specialist sports team with a target of engaging with five hard-to-reach families by the end of March 2019.</p> <p>Wider Engagement with our Parishes: we have been working with Scraptoft and Mowsley Parish councils and have developed two Kurling sessions within the community. They are both doing really well and have approximately ten players each session. Whilst Scraptoft will continue to need our support for a few more weeks, Mowsley has already purchased some equipment.</p> <p>Parkfit: this continues to do well and serves as a great local outdoor activity session for those individuals with a range of differing needs. Exit routes</p>	<p>- Continue to support specialist services such as:</p> <ul style="list-style-type: none"> • Leap and FLiC: the Lifestyle Eating and Activity Programme which is a free, weekly weight management group supporting adults and children who lose weight gradually through a balanced diet and regular, moderate exercise. • Physical Activity Referral Scheme : this is a county-wide scheme whereby patients are referred from their GPs/Practitioners to undertake a 12- or 16-week exercise programme. The aim of the scheme is to help the individual make the first steps in becoming more active on a regular basis. 		

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		<p>from exercise referral are continuing to expand into wider areas of the District.</p> <p>Transport Directory: this is working with VASL and Public Health LCC funding has been obtained from the CCG to collate and maintain a transport directory for the community, primarily Market Harborough and Lutterworth but moving forwards the whole of the District of Harborough. The directory will include all modes of transport inclusive of voluntary and subsidised transport. The sport and Health team will be supporting this by advising on safe walking and cycling groups</p> <p>Junior Parkrun: this is popular within the community of Market Harborough and surrounding areas. It is a fantastic way to encourage more physical activity for young people and families. Since April 2018 the event has seen a total of 2,539 attendances for young people taking part along with a further 806 volunteer attendances for this period. We have identified Lutterworth Country Park as a potential opportunity to set up another Junior parkrun in the area and look to develop this into action moving forwards to 2019.</p>			
<p>KA.07.02 Promote an appropriate mix of leisure and recreational infrastructure to meet identified needs</p>	<p>Green</p>	<ul style="list-style-type: none"> - The Council has a commitment to enhancing the existing leisure facilities in Lutterworth and Market Harborough, as well as the wider physical activity opportunities across the District. - We explored an extension with Harborough District Leisure Trust (HDLT)/Serco, but, it was not possible to reach agreement with HDLT on an extension. Therefore, the Council has commenced a procurement process for a short term (three years plus possible one-year extension). The procurement process is due to close on 31 October 2018. - The assessment of the best value for money 	<ul style="list-style-type: none"> - Finalise management arrangements post 1 April 2019. - Complete value for money study and re-commence the long-term option in Quarter 4. 	<p>M. Perris</p>	<p>Finance and Assets</p>

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		options for the long-term are ongoing. - The leisure centres will remain in use whilst any work is taking place and we will also ensure a leisure management company is in place to work with us to achieve this.			

CO 8 Support Vulnerable People

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
KA.08.01 Enable and promote the voluntary sector to support vulnerable people	Green	<ul style="list-style-type: none"> - Core Grants were awarded to Voluntary Action South Leicestershire, Citizens Advice and Lutterworth Volunteer Centre to support their valuable work across the District. - The Harborough District Community Lottery is going from strength to strength and is on course to raise over £30,000 for good causes in its first year. To date 448 players have won a prize including three free tickets worth up to £250. 	<ul style="list-style-type: none"> - Continue to promote the lottery to good causes as an effective fundraising tool. To say thank you to all the good causes for driving the lottery, all good causes with over 20 players will be entered into a special prize draw to win £2,000. The special draw is taking place on 7 November 2018. w - Core Grant funded organisations will attend the Communities Scrutiny Panel in December 2018 to update Members on the success over the last year and advise on plans for the 2019/20. 	A.M. Hawkins	Wellbeing and Localities
KA.08.02 Continue to develop the Lightbulb offer for households	Green	<ul style="list-style-type: none"> - The Lightbulb Delivery Group has developed a draft common approach for assistance to enable people to remain in their own homes. 	<ul style="list-style-type: none"> - The Leicestershire common financial assistance approach is due to be considered by the Lightbulb Programme Board when completed. - The business case for the continuation of the service is currently being developed by the Lightbulb Team. - Report to be presented to the Communities Scrutiny Panel in December 2018. 	V.Wenham	Wellbeing and Localities
KA.08.03 Provision of a 24-hour Lifeline service	Green	<ul style="list-style-type: none"> - The number of private Lifeline customers increased from 566 to 581 (2.65%) during the second quarter of the 2018/19 year. This continues last year's improvement due to effective marketing and is a much better performance than in the years up until 2017/18 which saw growth of less than 1% or, more usually, a reduction in customer numbers (customer growth tends to be seasonal). 	<ul style="list-style-type: none"> - Continue marketing of service and prompt response to referrals. 	V.Wenham	Wellbeing and Localities

CO 9 Stronger Communities

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
KA.09.01 Liaise with parishes to understand local need and enable them to provide services in their locality	Green	<p>A Parish Clerk 'Meet-up' event took place on the 11 September 2018. There were 13 attendees from 13 different parishes.</p> <p>- The Dragon Den Grant funders event was held during Quarter 2 and was well supported again this year.</p> <p>- A total of 12 projects presented project ideas to the panel, which was made up of representatives from Harborough District Council, The Market Harborough and Bowdens Charity, Big Lottery, Leicestershire and Rutland Community Foundation, Tesco Groundworks, Sport England and Leicestershire and Rutland Sport.</p>	<p>- The second round of Section 106 grant applications for 2018 closed on 24 September 2018. 14 applications will be considered at the Executive sub-committee for grants on 1 November 2018. Applications have been submitted from groups/parish councils in Broughton Astley, Fleckney, Great Bowden, Houghton on the Hill, Kibworth, Lutterworth and Market Harborough.</p> <p>- The community grant fund is currently open for applications. Deadline date for applications is 22 November 2018. Applications will be considered by the Executive sub-committee for Grants in January 2019.</p> <p>- The Annual Parish Liaison Event is booked for Wednesday 7 November 2018 and this will take place at Leicester Grammar School.</p> <p>- Another parish clerk 'Meet-up' event is scheduled to take place in Quarter 3.</p> <p>- The Council is offering Precept Training for parishes on the 30 October 2018 at either 10am-12pm, or 6pm-8pm.</p> <p>- The Council has organised an event to be held on 22 November 2018 'Planning for a Healthier Community and Improved Facilities'. So far, 20 delegates have signed-up to attend.</p>	A.M. Hawkins	Wellbeing and Localities

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<p>KA.09.02 Support the preparation of Neighbourhood Plans</p>	<p>Green</p>	<ul style="list-style-type: none"> - Medbourne Neighbourhood Development Plan (NDP): passed referendum on 28 June 2018. - Swinford NDP: passed referendum on 27 September 2018. - Saddington NDP: provisional referendum date of 10 January 2019. - Shearsby NDP: provisional referendum date of 10 January 2019. - Burton Overy NDP: provisional referendum date of 10 January 2019. - South Kilworth: examination completed, provisional referendum date of 10 January 2019. - Arnesby NDP: examination commenced. - Tur Langton NDP: examination commenced. - Fleckney NDP: the community has commenced Regulation 14 consultation. 	<ul style="list-style-type: none"> - Examiners Reports for Saddington and Burton Overy NDPs to be considered by the Executive on 15 October 2018. - Examiners Reports for Shearsby and South Kilworth NDP to be considered by the Executive on 13 November 2018. - Claim of NDP Grant in December 2018. - The Neighbourhood Plan grant for fixing the date of Burton Overy, Saddington, Shearsby and South Kilworth to be made in December 2018. - Next scheduled NDP Referenda date is 10 January 2019. 	<p>D. Atkinson</p>	<p>Planning, Housing and Regeneration</p>
<p>KA.09.03 To map need, spend, funding and infrastructure within localities</p>	<p>Green</p>	<ul style="list-style-type: none"> - During Quarter 2 we held an initial scoping meeting within the finance team. We will be looking into the practicalities of splitting out the spend by location in Quarter 3. 	<ul style="list-style-type: none"> - Quarter 3 and 4: produce amended chart of accounts that allows locality spend and income to be identified by major urban settlements. 	<p>S. Riley</p>	<p>Finance and Assets</p>

YOUR COUNCIL: innovative, proactive and efficient

CO 10: Deliver Financial Stability for the future

Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
KA.10.01 To develop business cases to deliver cost savings and income generation proposals (including capital investment options)	Green	<ul style="list-style-type: none"> - Property fund meetings took place with treasury management advisors to identify three funds to invest in as part of the Treasury Management Strategy. - Began preparation of regulatory documentation to commence investment. 	<ul style="list-style-type: none"> - Potential investment of £5m within Quarter 3 and Quarter 4 is planned. - Development of Capital Investment Strategy to identify Capital priorities over the next five years. - On-going implementation of Grow-On Space and Leisure Change programmes. 	S. Riley	Finance and Assets
KA.10.02 To improve economic and demand forecasting in respect of economic and housing growth	Green	<ul style="list-style-type: none"> - Implementation of findings of external review of Business Rate Appeals and Council provision factored into the Council's Medium-term Financial Strategy. - Appraisal of the external business planning tool provided by LINK/PIXEL to provide more detailed assessment based on locality, sector and inward investment plans. 	<ul style="list-style-type: none"> - Consider procurement of LINK/ PIXEL tool to improve forecasting. - Regular monitoring of business rates and scenario planning of changes in Rateable Value, Appeals etc. 	S. Riley	Strategy and Economic Development

CO 11: Effective and robust governance arrangements
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Key Activities	Status	Progress	Next Steps	Lead Officer	Portfolio
KA.11.01 To develop and implement a risk-based Assurance Framework linked to the Council's Constitution	Green	- The Framework was drafted during Quarter 2.	- Draft Framework to be considered by Corporate management Team on 11 November 2018 prior to consideration by the Executive, as appropriate.	V.Wenham	Corporate Governance
KA.11.02 To develop a risk-based framework for reviewing existing and proposed partnership arrangements to ensure effective governance and Regulatory compliance	Green	- The Framework was drafted during Quarter 2.	- Draft Framework to be considered by Corporate Management Team on 11 November 2018, for consideration by executive, as appropriate.	V.Wenham	Corporate Governance