








## Key Activity Quarterly Report (Quarter 4, 2021/22)

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

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

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


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


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.01.03 Review our Community Safety function in order that it remains able to identify and address key issues		- Strategic Assessment completed. - Priorities agreed for 2022/23 and draft Action Plan	- Stakeholders event to be in May 2022 to launch Action plan.	Community Partnerships	Wellbeing


of crime and disorder		<p>agreed.</p> <ul style="list-style-type: none"> <li>- The following campaigns took place during Quarter 4 of the 2021/22 year: Safer Internet day, Romance Fraud, Metal Theft Action week and Child Sexual Exploitation (CSE) Awareness.</li> <li>- Community Safety Partnership Roadshows commenced in March 2022 at Leicester Grammar School and Robert Smyth Academy.</li> <li>- Rural Crime event took place at South Kilworth Golf Club.</li> <li>- Safer Streets 2 now complete with 479 properties receiving target hardening for property and /or vehicles.</li> <li>- CCTV cameras for Welland park and Lutterworth were installed.</li> </ul>	<ul style="list-style-type: none"> <li>- Lighter Nights Campaign (April 2022) and Safer Summer (June 2022).</li> </ul>		
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.01.04 Development of the local visitor economy.		<ul style="list-style-type: none"> <li>- New Visit Harborough tourism video was launched during English Tourism Week in March 2022 and has been widely promoted.</li> <li>- Supported a series of events and initiatives to encourage people back into our town centres, with support of the ERDF Welcome Back Funding.</li> <li>- Appointed a new Market and Events Manager, who is working with partners to re-establish key town centre events, including the Classic Car Show and Food and Drink Festival, which have not taken place since before the Covid-19 pandemic.</li> </ul>	<ul style="list-style-type: none"> <li>- Finalising the Market Harborough Town Centre Masterplan to go to Council in June 2022.</li> <li>- Supporting new Harborough District Walking Festival in May 2022.</li> <li>- Launching series of 11 Village Heritage Trail leaflets in advance of summer 2022.</li> <li>- Proposing to bid for Round 2 of</li> </ul>	Economic Development	Finance


			the Government's Levelling Up funding to support key capital projects in Market Harborough.		
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.01.05 Continue the Programme of review of the Council's Conservation areas.		- Shearsby Conservation Area Appraisal is now complete, adopted and published for implementation.	- Begin Bitteswell Conservation Area Appraisal.	Strategic Planning	Planning


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.01.06 Develop a Masterplan to maximise the potential of Welland Park, Market Harborough.		Planting has and is being updated, the wildflower areas have also been extended. Consultation phase one is in.	- Next phase is to re-write the strategy document in a more simple format and taking into account feedback from residents. This will form a draft which we will then share.	Environmental Services and Health & Safety	Regulatory

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.01.07 Explore the benefits of the development of a Rural Strategy.		- The Rural Community Council completed engagement and desktop research and developed a first draft strategy for review by Officers.	- Draft Rural Strategy to be considered by Communities Scrutiny Panel in July 2022.	Community Partnerships	Wellbeing

**Council Priority: The Place Encourage Enterprise**


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.02.01 Encourage the entrepreneurial SME economy through the Innovation Centre, Harborough Grow-On Centre, Harborough Market		- Implementation of ambitious BC25 business plans for Harborough Innovation Centre, Harborough Grow-On Centre and Harborough Market are well on	- Continue to actively promote and recruit new tenants at both Business Centres and introduce	Economic Development	Finance


<p>and business support frameworks, to recover and prosper following the impact of the Coronavirus.</p>		<p>track, with a growing number of tenants.</p> <ul style="list-style-type: none"> <li>- Harborough Market traders have struggled as a result of Covid/ Omicron, but are starting to recover, since the relaxation of Covid restrictions. Turnover of traders means that there are now three empty fixed Market units, which are being actively promoted.</li> <li>- Harborough Innovation Centre is performing ahead of schedule at 90% occupancy, (up from 48% during pandemic), and Harborough Grow-On Centre now has five tenants, which is up from one during the first year.</li> <li>- Organised a very successful Go Green Business Convention at the Harborough Grow-On Centre in March 2022.</li> </ul>	<p>an improved staffing structure to support this growth.</p> <ul style="list-style-type: none"> <li>- Complete a business case to support the installation of solar panels at the Harborough Innovation Centre, in order to improve environmental performance and save money.</li> <li>- Improve engagement with businesses at Harborough Market in order to ensure they are supported and they support the Market.</li> </ul>		
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Activities	Status	Progress	Next Steps	Team	Portfolio
<p>KA.02.02 Develop partnerships with Schools, Universities and Centres of Excellence to provide services in the District.</p>		<ul style="list-style-type: none"> <li>- Post-Covid, started to re-establish relationships with schools in order to organise career events later in the year, with Officers attending School Careers events.</li> <li>- Ran a successful second Harborough Jobs Week in April 2022, which included a jobs fair in Market Harborough with over 70 attendees.</li> <li>- Monthly Jobs Club in Lutterworth is starting to have an impact in supporting and advice for job seekers and is also attracting new Ukrainian job seekers.</li> </ul>	<ul style="list-style-type: none"> <li>- Supporting various school career events and Dragon's Den type events during 2022, building on a gradual recovery of these events in late 2021.</li> <li>- Continuing to support the CLEAR Project at Magna Park, providing a research, education and training facility for the logistics and the supply chain industries at Bittesby House, which will be launched in September 2022.</li> <li>- Finalising a careers video for</li> </ul>	<p>Economic Development</p>	<p>Finance</p>

			<p>the logistics and distribution sector, which should be launched in Autumn 2022.</p> <ul style="list-style-type: none"> <li>- Planning for Jobs Week in Lutterworth during Summer 2022.</li> <li>- Finalising the Kickstart programme and seeking to ensure a strong transition from Kickstart placements into formal Apprenticeships.</li> </ul>		
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**Council Priority: The Place  
Enable Delivery of Quality Homes for All**

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.03.01 Achieve delivery of an appropriate mix and type of affordable housing that meets local need throughout the District, across all tenures.		33 affordable housing units were delivered during Quarter 4 of the 2021/22 year. The total number of affordable housing units delivered during the 2021/22 year was 231 (29% above the target of 179 units).	<ul style="list-style-type: none"> <li>- Continue to work closely with partner organisations to negotiate the Council's affordable housing requirements and bring affordable housing into the District.</li> <li>- Continue to seek other affordable housing opportunities as and when they arise.</li> </ul>	Community Partnerships	Wellbeing


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.03.02 Provision of effective housing advice and Prevention of Homelessness (including a review of accommodation for the homeless).		<ul style="list-style-type: none"> <li>- Ongoing partnership work with Platform Housing to improve our temporary accommodation units at Plowman's Yard (ongoing).</li> <li>- Two households assisted to move with Homelessness Prevention Fund.</li> <li>- Trainee Housing Advisor position has been upgraded to a full Housing Advisor.</li> <li>- An Application for Funding has been approved through the Housing Advisors Programme at LGA. The funding is to develop a more active and structured approach to increasing single person Housing provision. Work on the project has commenced with the appointment of the lead consultant and will be ongoing through the year.</li> </ul>	<ul style="list-style-type: none"> <li>- Complete Audit recommendations and Review Temporary Accommodation charges to ensure income maximisation.</li> </ul>	Community Partnerships	Wellbeing


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.03.03 To bring long-term empty properties back in to use.		<ul style="list-style-type: none"> <li>- The Covid-19 pandemic delayed this area of work as teams prioritised Covid-specific actions.</li> </ul>	<ul style="list-style-type: none"> <li>- Ongoing work to address worst cases and continue inspections.</li> </ul>	Regulatory Services	Wellbeing

**Council Priority: The Place Improving the Environment**


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.04.01 Provide effective local air quality management		<ul style="list-style-type: none"> <li>- Continue to monitor and report on Air Quality throughout the District.</li> <li>- During Quarter 4 there were no exceedances of</li> </ul>	<ul style="list-style-type: none"> <li>- Continue to monitor Air Quality in the District.</li> <li>- Continue to explore possible</li> </ul>	Regulatory Services	Regulatory


		<p>Local Government Air Quality objectives.</p> <p>-The Council was successful in its joint application with North West Leicestershire DC for Defra funding to monitor particulate matter and to undertake a campaign to encourage behaviour change to use cleaner fuels in solid fuel burners.</p>	<p>methods of funding for junction improvements in the Kibworth Air Quality Management Area.</p> <p>- Complete the Annual Status Report for the 2021 data year.</p> <p>Work with partners to develop and implement the Particulate Matter project through the use of the Defra funding.</p>		
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.04.02 Review parish, community and voluntary sector support		- Review complete. The outcome has been to separate Parish Liaison and Harborough Lotto from Section 106 work with more focus and Officer time being placed on Section 106 to support the new, streamlined system of delegation for grants under £25k.	- Not applicable. This is now business as usual.	Community Partnerships	Wellbeing


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.04.03 To promote a clean environment through campaigns and enforcement		- For the third year running we have reduced fly tipping through our enforcement campaign and the actions we have taken. The litter campaign has also worked well on main roads, however this is an ongoing battle we are working on with partners.	- More campaigns on the main issues we are facing, looking at nitrous oxide containers and continuing the good work on Tip Off and Littering Campaigns. We are also promoting our success through the County/District network and advising other councils.	Environmental Services and Health & Safety	Regulatory

Activities	Status	Progress	Next Steps	Team	Portfolio
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KA.04.04 Prepare for re-procurement of the Environmental Services Contract		This work is on hold until 2023, as the Council has extended its contract with FCC until 2025.	TBC.	Environmental Services and Health & Safety	Regulatory
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.04.05 Ensure all Council Activities work towards the being Carbon Neutral by 2030		<ul style="list-style-type: none"> <li>- The Climate Emergency Action Plan has been adopted. The website has been updated with the adopted plan. A Climate Emergency Officer Group meets bi-monthly and is developing a detailed action plan, capturing all of the actions across the Council. This includes delivery of the business green event, delivery of ten additional EV charge points, delivery of active travel events and development of a communications plan.</li> </ul>	<ul style="list-style-type: none"> <li>- The Council is considering potential for BEIS (Business, Energy and Industrial Strategy) funding to improve energy efficiency of Council buildings.</li> <li>- Installation of 10 charging points (due summer 2022).</li> <li>- Domestic energy retrofit (commencing summer 2022).</li> </ul>	Regulatory Services	Regulatory


**Council Priority: The People Promote Health and Wellbeing**


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.05.01 Deliver and Commission a range of health and wellbeing activities and work with partners to develop long-term sustainable health and wellbeing outcomes		<ul style="list-style-type: none"> <li>- Post Pandemic we have been working hard to ensure our communities return to activity and improve their Health and wellbeing. We have continued to work alongside partners such as Local Leisure services, School Sport Partnerships, LCC and the voluntary sector in a number of ways to get this right. Some examples include:</li> <li>- South Leicestershire Staff STRAVA Group - Olympic Stride and Ride Challenge.</li> <li>- The Learning South Leicestershire School Sports Partnership enhanced its workplace health offer through delivering the 'Olympic Stride and Ride Challenge'. The challenge was created to inspire school staff to take part in physical activity during the holidays.</li> <li>- All school staff were encouraged to join the South</li> </ul>	<ul style="list-style-type: none"> <li>- Better understand how the covid rehabilitation programme (and other similar condition specific programmes) are delivered within a clinical-based setting, to help better replicate this for our own community provision.</li> <li>- Work with neighbouring districts and the Rivers and Canal Trust to develop a 'Blue social prescribing' project which will link into level 3 and 2 interventions.</li> <li>- Work on our Active Together narrative with our link officer and have an action plan to develop</li> </ul>	Community Partnerships	Wellbeing




		<p>Leicestershire Staff STRAVA group and record their walks, runs and cycles. The aim of the challenge was for staff to complete active miles, in a bid to collectively cover the distance from Leicester to Tokyo. Staff could also set themselves an individual challenge to cover the distance from Leicester to an Olympic City (for example London- 102 miles). Staff who completed the individual challenge received a certificate and a gold medal.</p> <ul style="list-style-type: none"> <li>- The JUST programme, established by Active Harborough, aims to provide local physical activity opportunities for women (16+) to try that reduce the barriers to participation. The programme ran for 9 weeks with many instructors offering the first session for free and participants earning reward for their continued participation. Lutterworth Robins organised eight sessions of Back to Netball that ran during the JUST programme. At the sessions participants would sign up to JUST and gain their JUST card. The sessions were led by qualified coaches from the club and at the final session current members of the club attended to support the programme.</li> <li>- Participants at the Back to Netball sessions will continue to train with Lutterworth Robins at their adult sessions, which will sustain their participation. As a result of the relationship established the club are working with the Grants Officer at Harborough District Council to utilise Section 106 funding to resurface the sports hall and provide outside court lighting to ensure facilities are fit for purpose. A service level agreement will favour the provision of netball to increase the sustainability of the sport in the future</li> <li>- Harborough Walking Programme: Active Harborough recruited and trained/upskilled walk leaders to lead walks in Harborough as part of the Walk Together programme. When restrictions allowed the walks resumed. After restarting the walks several participants have dropped off from pre-pandemic. Active Harborough promoted sessions</li> </ul>	<p>the branding and signposting opportunities in the District for the next six months, including updating our sports club and PA session directory to see how we can make this more user friendly and time effective.</p> <ul style="list-style-type: none"> <li>- Work on the Commissioning plan for the 2022/23 year.</li> <li>- Deliver the Commissioning plan for 2022/2023.</li> </ul>		
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		<p>across digital platforms and to local community groups to increase the number of participants at the walks. Participants were encouraged to sign up in advance via the website, if this wasn't possible walk leader carried forms to register new participants.</p> <p>- The walks will be expanded by putting on additional walks where there is capacity. Active Harborough will work with the walk leaders to enable additional walks to run with different durations and intensities to cater to a wider range of people.</p>			
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.05.02 In response to the coronavirus to consider the leisure offer in Market Harborough and Lutterworth.		<p>- Swimming lesson membership as of end of Quarter 4 was 2,787. Harborough lessons exceeded the March 2020 target of 1,303 and was 1,768. Lutterworth lessons exceeded the March 2020 target of 836 and was 1,019</p> <p>- Gym membership reached 3,177 across the contract at the end of Quarter 4. Harborough exceeded the pre-pandemic March 2020 target of 1,612 and was 1,729. Lutterworth exceeded the pre-pandemic March 2020 target of 1,360 and was 1,448.</p> <p>- There were <b>18,765</b> card holders in the community at Harborough and <b>8,532</b> at Lutterworth a total of <b>27297</b> which was a <b>792</b> growth in March 2022. We are growing the database everyday with our marketing and outreach programme. The Evreyone Active card is free to everyone.</p> <p>Community health and wellbeing: across the contract in our wellbeing hub we are developing some strong partnerships. With Referral groups linked to our active Harborough team as well as local community groups such as the Alzheimer's society and Spectrum.</p>	<p>- Continue to work on the Commissioning Plan and ensure that we deliver on the targets set out within it.</p> <p>- Link our wider work with the ongoing Health and Wellbeing Strategy.</p> <p>- Continue to engage with our leisure providers to ensure a well-rounded Health, Wellbeing and Physical Activity offer within the District.</p>	Community Partnerships	Finance


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.05.03 Provide domestic energy efficiency advice and measures through Harborough Warm Homes and encourage households to participate in the Council's Collective Switching initiative		<ul style="list-style-type: none"> <li>- Energy efficiency measures continued to be promoted, but the Covid case rise made people wary of home visits. The LAD scheme continued to deliver home energy measures.</li> <li>- Working with other authorities to develop the LADs 3 proposal for delivery in the 2022/23 year.</li> <li>- Due to the high energy costs we did not actively promote the collective switching auction as the outcome of the auction would not be beneficial to residents.</li> </ul>	<ul style="list-style-type: none"> <li>- Hold another auction for choosr .</li> <li>- Complete the LADs 2 programme of insulation measures.</li> <li>- Develop and implement the LADs3 programme of insulation works during the 2022/23 year.</li> <li>- Promote the Solar together auction.</li> </ul>	Regulatory Services	Regulatory


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.05.04 Develop a Young Peoples' Strategy.		<ul style="list-style-type: none"> <li>- A draft Strategy has been presented for comment and will be ready for Scrutiny at end June 2022.</li> <li>- Roadshows completed at four schools. Three schools are still to confirm.</li> <li>- Schools art project continued to progress.</li> </ul>	<ul style="list-style-type: none"> <li>- Continue to liaise with staff on partners to develop a Young Peoples' Strategy.</li> <li>- Draft Strategy to go to Scrutiny in June 2022.</li> </ul>	Community Partnerships	Wellbeing


### Council Priority: The People Support Vulnerable People of All Ages


Activities	Status	Progress	Next Steps	Team	Portfolio
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## Appendix A


KA.06.01 Review the role of the voluntary and community sector (VCS) in providing support to vulnerable groups, particularly post the coronavirus pandemic.		- Report received from Voluntary Action Leicestershire and considered by Communities Scrutiny in March 2022.	- Step down the Council's community hub and work with foodbanks and voluntary and community groups, such as Citizens Advice, to manage referrals and ensure support is in place to help vulnerable households	Community Partnerships	Wellbeing
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.06.02 Continue to develop the Lightbulb offer for households.		<p>To date the following have been implemented during the 2021/22 year:</p> <ul style="list-style-type: none"> <li>- Introduction of hospital discharge grant to the Grants policy.</li> <li>- Introduction of Attend Anywhere software to enable the continuation of virtual visits which were trialed during lockdown, enabling assessments to continue.</li> <li>- Development of a standalone Lightbulb website to support the self-referral process.</li> <li>- Training of the Housing Support Coordinator officers to streamline the installation process for minor adaptations.</li> </ul>	- Continue to promote the Lightbulb services internally for referrals.	Regulatory Services	Regulatory

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.06.03 Provision of a 24-hour Lifeline Service		- Some delays and reduced performance were experienced due to coronavirus pandemic, but these are being recovered.	- Continue marketing of service.	Commissioning and Lifeline	Wellbeing

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.06.04 Delivery of the agreed objectives and recommendations of the		- The recruitment process for a new Armed Forces Officer was successful and a further update will be	- The new Armed Forces Officer	Legal and Democratic	Corporate


Armed Forces Covenant		provided when the Officer is in post. - The ongoing work of the Armed Forces Officer has been picked up by colleagues in the Council.	to engage with Lead Officers on relevant updates to Covenant Legislation.	Services	
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.06.05 Housing of homeless applicants who the Council has a duty to		<p>- This Key Activity is concerned with the number of homelessness cases who have secured accommodation for at least six months during the Quarter.</p> <p>“Securing accommodation” can mean that they have secured the home that they were threatened with homelessness from. For example, two cases were able to remain in their home. This can be due to a number of measures put in place by the housing team, including helping to reduce rent arrears, set up a payment plan or negotiating with the landlord or family member to enable the household to remain in their home. Preventing homelessness by enabling someone to remain in their home is always the goal, but unfortunately it is not always practical. For example, if a landlord is selling their property then they can issue a “no fault” eviction notice (section 21) which means that the household does need to move out before it is sold.</p> <p>- 11 cases secured new accommodation during the Quarter. The majority of these cases were where a household gained new accommodation in social housing by going through the Council’s housing register. However, we are able to help individuals secure new accommodation in the private sector with the Homeless Prevention Fund grant which is a grant for things like rent-in-advance or a deposit.</p> <p>- 4 of those who gained new accommodation had not yet been made homeless. This means that we were able to help them before they were evicted or asked to leave their old home (in the prevention stage). This causes the least amount of disruption to the family and avoids placing households in temporary</p>	<p>- Continued work with Leicestershire District and Rutland councils in a joint Rough Sleeping Initiative programme. This provides a pathway for anyone sleeping rough or at risk of sleeping rough to secure appropriate accommodation.</p> <p>- It should help the Council to reduce the number of applicants who are unable to secure housing through the Council’s usual methods. It will assist those who the Council has found to be ‘intentionally homeless’ as these are sometimes excluded from the housing register, due to their previous tenancy behaviour.</p> <p>- The Rough Sleeping Initiative provides intensive support, outreach and some supported accommodation options.</p> <p>Harborough District Council, in partnership with Hinckley &amp; Bosworth, Blaby and Oadby &amp; Wigston councils, continues to hold Landlord Forums and issue regular e-newsletters to educate and engage private sector landlords across South Leicestershire. The hope is that this will increase communication</p>	Community Partnerships	Wellbeing

		<p>accommodation which is not nice for the household and is very costly for the Council. 81% of applications closed during the prevention stage were housed.</p> <p>- 8 cases were closed because we made a “no priority need” decision on their case. A no priority need decision means that we have found that this individual was not vulnerable; priority need includes those who are pregnant, have dependent children or have some physical or mental health difficulties. We work with all applicants, whether they are considered to be priority need or not, for at least 56 days (in the relief stage). We work with them to resolve their homelessness issue. However, legislation states that at the end of 56 days we must make a decision on whether we consider them to be in priority need or not. The goal is to help the individual secure accommodation before the end of 56 days but this is not always easy, in particular we struggle to find enough one-bed properties for the number of people who need them. We are working with developers and landlords to increase the number of affordable one-bed properties in the District. After 56 days we did not stop working with the 22 people we found to not be in priority need, but our statutory duty to secure accommodation ends. 31 cases closed at the relief stage were rehoused. One case was closed as contact was lost.</p> <p>- A partnership meeting was held to discuss rough sleepers in the local area and what local support is available to them, to include charities, district councillors, churches and other groups such as the Jubilee food bank.</p>	<p>between the councils and private landlords and reduce unlawful evictions or tenancy issues.</p> <p>- The Council is looking into options for an Empty Homes Leasing scheme which could reduce the number of long-term empty homes in the District by providing a tenancy for homeless households.</p>		
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**Council Priority: The People Empowered Communities**

Activities	Status	Progress	Next Steps	Team	Portfolio
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<p>KA.07.01 Liaise with parishes to understand local need and enable them to provide services in their locality (including post-Coronavirus needs and support).</p>		<ul style="list-style-type: none"> <li>-Launch of small grants for Platinum Jubilee (around £22,000 for events and memorials was distributed).</li> <li>- Distribution of Community Grant Fund allocations from Round 1.</li> <li>- Launch of new £70,000 Jubilee capital Fund.</li> <li>- Format of Annual Parish Liaison Meeting for 2022 agreed.</li> <li>- Regular newsletters were issued.</li> </ul>	<ul style="list-style-type: none"> <li>- Applications to be processed for £70k Jubilee fund.</li> <li>- Plan APLM</li> <li>- Produce a plan for smaller Parish Forum events.</li> <li>- Parish newsletters</li> </ul>	<p>Community Partnerships</p>	<p>Wellbeing</p>
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Activities	Status	Progress	Next Steps	Team	Portfolio
<p>KA.07.02 Support the preparation of Neighbourhood Plans</p>		<ul style="list-style-type: none"> <li>- The support for Neighbourhood Development Plans (NDPs) for the 12 month period is complete.</li> <li>- Examiner agreement for Tugby and East Langton.</li> <li>- Dunton Bassett NDP entered the Regulation 16 consultation phase.</li> </ul>	<ul style="list-style-type: none"> <li>- Kibworth NDP is due to be submitted on 8 April 2022.</li> <li>- Leire referendum is due to be held on 12 May 2022.</li> </ul>	<p>Strategic Planning</p>	<p>Planning</p>


**Council Priority: Your Council  
Deliver Financial Sustainability for the Future**


Activities	Status	Progress	Next Steps	Team	Portfolio
<p>KA.08.01 Develop and adopt robust methodology for business cases to deliver cost savings and income generation proposals.</p>		<ul style="list-style-type: none"> <li>- The Budget Challenge 25 (BC25) project was completed in July 2021. Services are now working through and implementing the recommendations that resulted from the project.</li> </ul>	<ul style="list-style-type: none"> <li>- Review business proposals on a case-by-case basis, as part of the upcoming Medium-term Financial Strategy work.</li> </ul>	<p>Finance Services</p>	<p>Finance</p>


## Council Priority: Your Council Responsive and Accessible Services

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.09.01 Implement the Change Programme in order to improve the customer experience, deliver efficiencies, and maximise use of online submissions portals.		<ul style="list-style-type: none"> <li>- The change programme is currently being reviewed and combined with other large scale projects and the BC25 actions. There are a number of key projects that are progressing, the main one being the CXM project to implement the Netcall CRM system. This is progressing on track and is being monitored by the programme board.</li> </ul>	<ul style="list-style-type: none"> <li>- Revised governance and reporting/monitoring arrangements to be finalised and implemented.</li> <li>- A wider change programme to be brought together to show all change activity for the authority.</li> </ul>	Corporate Services	Corporate
KA.09.02 To ensure effective Strategic Communications across the District to keep residents informed of Council Services and Key Activities.		<ul style="list-style-type: none"> <li>- Planned and reactive communication activities to support council services and priorities, and enhance and protect the council's reputation, have been implemented in a timely way to a high level of quality</li> <li>- Development of video content for our social media profiles and resident newsletter articles to show the human face of the Council continues.</li> <li>- Piece of engagement work to inform key policies and strategies was concluded and the findings are informing the development of service area key strategies.</li> <li>- Development of engagement strategy, working with service managers, in progress as engagement remit has moved to communications team.</li> </ul> <p>N.B. this key activity is ongoing with no end date.</p>	<ul style="list-style-type: none"> <li>- Continue to support the communication needs of Council services in line with the new Corporate Plan.</li> <li>- Refresh of the Council's Communications Strategy.</li> <li>- Drafting of Council's Engagement Strategy.</li> </ul>	Communications	Strategy



Activities	Status	Progress	Next Steps	Team	Portfolio
KA.09.03 Finalise and implement a Community Governance Review of Parishes.		- The final recommendations were approved by Council in January 2021. The review is now complete.	- Completion of Reorganisation Order to bring approved recommendations into force (effective date likely to be October 2021).	Corporate Services	Corporate

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.09.04 Review the Customer Services Strategy.		- This strategy will be developed inline the implementation of the contact centre solution to be delivered in October 2022	- It is anticipated this work will begin in the next Quarter.	Customer Services and Engagement	Corporate

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.09.05 Develop an Engagement Strategy.		- The deadline for the draft engagement strategy is September 2022 in agreement with Jacqui Evans as this work links with other planned work in Jacqui's service areas. An internal workshop is planned for June 2022 and a draft structure of the strategy has been written.	- Workshop with communications team planned for early June 2022.  - Mapping of engagement activities and channels across service areas to start in June	Customer Services and Engagement	Corporate