








## Key Activity Quarterly Report (Quarter 2, 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 of key indicators set out in the monitoring framework is ongoing. The latest Five-Year Housing Supply Position (20/21 monitoring year) was published in October 2021.	- 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)		Local Development Scheme (LDS) containing the timetable for the preparation of the next Local Plan was approved by Cabinet in September 2021.	All Member Training on the preparation of Local Plans to be given.	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		- Community Safety Partnership (CSP) Action plan agreed with updated priorities as part of	- Campaigns planned for Quarter 3 include: Hate Awareness week, Celebrate	Community Partnerships	Wellbeing


of crime and disorder		<p>the existing three-year plan.</p> <ul style="list-style-type: none"> <li>- Terms of Reference for Harborough District Community Safety Partnership have been updated and agreed during Quarter 1 of the 2021/22 year.</li> <li>- A new Information Sharing Agreement was drafted and issued to partners for agreement.</li> <li>- The CSP attended the Communities Scrutiny Panel for its annual review (September 2021).</li> <li>- A new Public Spaces Protection Order for Psychoactive Substances came into force.</li> <li>- The following planned campaigns, including a series of Newsletter articles for residents, parishes, members and via Police beat newsletters took place during Quarter 2: Safer Summer, Ask for Angela and Stack Fires.</li> </ul>	<p>Safely, Road Safety Week, and Alcohol awareness Week.</p> <ul style="list-style-type: none"> <li>- Public Spaces Protection Order for Psychoactive substances to be publicised.</li> <li>- Undertake public consultation on the CSP priorities for next year.</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>- Slimline VisitHarborough leaflet was widely distributed both within and outside the District.</li> <li>- Developed a roll out plan for VisitHarborough branded tourism leaflet racks for distribution across the District.</li> <li>- Lutterworth Town Centre Masterplan has been completed and approved as policy by Cabinet and Council in September 2021.</li> <li>- New Harborough Markets Heritage Trail was launched during Royal Visit in September 2021.</li> </ul>	<ul style="list-style-type: none"> <li>- As local tourism attractions and accommodation start to recover, the visitor information strategy to support local businesses will be implemented.</li> <li>- New Visit Harborough tourism video has been completed and will be launched.</li> <li>- Visit Harborough to attend and exhibit at the Group Travel and Leisure Show in Milton Keynes to promote the</li> </ul>	Economic Development	Finance

			District.  - Work will continue on the Market Harborough Town Centre Masterplan with the aim of completing this within the current financial year.		
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.01.05 Continue the Programme of review of the Council's Conservation areas.		- Prioritisation reviewed and agreed the next Conservation Area Appraisal to be undertaken will be Bitteswell.  - Public consultation on the Shearsby Conservation Area Appraisal completed, including online consultation and a successful drop-in event in the Village Hall.	- 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.		- As part of the work around creating efficiencies but also offering more choice to residents a piece of work has started to look at Welland Park. This is an opportunity to develop the site to encourage more use, offer activities for all residents and encourage wildlife as part of the Cleaner Greener Harborough. - We have had our first meeting with the Ward members on site and this went well with all parties having a similar view to the future of the site and securing what is also good about the site at present.	- There will be consultation with the public to ascertain their views on the site, what is good, what does not work, what would they like to see on site in the future and this will form part of the decision making process and the strategy for the next ten years. This will be part of a wider consultation piece of work done in October 2021.	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.		- Rural Community Council (RCC) commissioned to draft a Rural Strategy. Work commenced with the RCC engaging Service	- Undertake Member, Parish and Community engagement in Rural Strategy	Community Partnerships	Wellbeing

		Managers at the Council to understand current issues and strategy.	development.		
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**Council Priority: The Place Encourage Enterprise**


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.02.01 Encourage the entrepreneurial SME economy through the Innovation Centre, Harborough Grow-On Centre, Harborough Market and business support frameworks, to recover and prosper following the impact of the Coronavirus.		<ul style="list-style-type: none"> <li>- Ambitious business plans for Harborough Innovation Centre, Harborough Grow-On Centre and Harborough Market were agreed as part as the BC25 process. Implementation of these is well on track, with a growing number of tenants and occupancy at all three.</li> <li>- Harborough Market traders starting to recover following Covid-19 pandemic and fixed Market units are at 100% occupancy.</li> </ul>	<ul style="list-style-type: none"> <li>- Continue to actively promote and recruit new tenants at both Business Centres, with Harborough Innovation Centre on track to be at 78% occupancy by 31 December 2021 (from 48% during pandemic), and Harborough Grow-On Centre due to have four tenants by 31 December 2021.</li> <li>- Recruit a new Market and Events Manager and promote specialist markets and events in the lead up to Christmas.</li> </ul>	Economic Development	Finance

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.02.02 Develop partnerships with Schools, Universities and Centres of Excellence to provide services in the District.		<ul style="list-style-type: none"> <li>- Post-Covid, starting to re-establish relationships with schools in order to organise career events later in the year, with Officers attending one School Careers event in Market Harborough.</li> <li>- Continuing to roll-out to the Kickstart programme, with 62 placements approved via the Council's Gateway.</li> </ul>	<ul style="list-style-type: none"> <li>- Supporting various school career events in late 2021.</li> <li>- Further promotion of the Kickstart programme, including producing case studies, to increase the number of businesses offering placements.</li> <li>- Continuing to support the</li> </ul>	Economic Development	Finance


			<p>CLEAR Project at Magna Park to develop a research, innovation, education and training facility for the logistics and the supply chain industries at Bittesby House and finalising a careers video for the logistics and distribution sector.</p> <p>- Launch a new Jobs Club in Lutterworth to provide support and advice for job seekers.</p>		
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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		- 42 Affordable Housing units were delivered during Quarter 2 of the 2021/22 year. The total number of affordable housing units delivered for both Quarters 1 and 2 was 60 units (18 in Quarter 1 and 42 in Quarter 2).	<p>- Continue to work closely with partner organisations to negotiate the Council's affordable housing requirements and bring affordable housing into the District.</p> <p>- Continue to seek other affordable housing opportunities as and when they arise.</p>	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		- Recruitment of an apprentice accommodation officer was completed.	- Work with Platform Housing Group to put in greener energy provisions at	Community Partnerships	Wellbeing


accommodation for the homeless).		<ul style="list-style-type: none"> <li>- The Homeless Prevention Fund was used to assist three households to move.</li> <li>- Continued to run the Community project meeting to promote joint working.</li> <li>- Funding granted for the Rough Sleeper Initiative which funds help for rough sleepers across Leicestershire.</li> </ul>	<p>Plowman's yard (temporary accommodation).</p> <ul style="list-style-type: none"> <li>- 51 Eden Court (temporary accommodation) refurbishment was undertaken including: new carpets, painting and new boiler to make it fit for purpose.</li> <li>- Review Temporary Accommodation charges to ensure income maximisation.</li> </ul>		
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.03.03 To bring long-term empty properties back in to use.		- Empty property inspections took place during Quarter 2, but at a reduced level, compared to pre-pandemic levels.	- Ongoing work to address worst cases and continue inspections.	Regulatory Services	Wellbeing


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


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.04.01 Provide effective local air quality management		<ul style="list-style-type: none"> <li>- The Annual status report has been approved by Cabinet and submitted to DEFRA.</li> <li>- A bid for funding to DEFRA was made for additional air quality monitoring and to undertake a study on the impact of solid fuel burners and particulate matter in rural areas of the District. It is anticipated that notification of whether or not the bid was successful will be</li> </ul>	<ul style="list-style-type: none"> <li>- Continue to monitor Air Quality in the District.</li> <li>- Continue to explore possible methods of funding for junction improvements in the Kibworth Air Quality Management Area.</li> </ul>	Regulatory Services	Regulatory

		received in the New Year.			
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.04.02 Review parish, community and voluntary sector support		<ul style="list-style-type: none"> <li>- A New Section 106 process was implemented during Quarter 2 of the 2021/22 year.</li> <li>- A meeting was held in September 2021 meeting to allocate Section 106 funds.</li> <li>- Liaison with communities that have S106 funds to spend continued during the quarter.</li> </ul>	- Continued liaison with communities that have S106 funds to spend.	Community Partnerships	Wellbeing

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.04.03 To promote a clean environment through campaigns and enforcement		<ul style="list-style-type: none"> <li>- Dog Fouling campaign launched (including via local radio). This is going well, with increased patrols in hot-spot areas and stencilling on the footpath.</li> <li>- Several enforcement actions were taken for fly-tipping and littering. In addition, fixed penalty notices were issued for instances of littering from vehicles.</li> <li>- Social Media posts were issued daily and this continues to highlight areas where fly-tipping has occurred.</li> <li>- New signage was installed to ask for help from anyone who may have been passing by witnessed instances of fly-tipping.</li> <li>- Contact with parish councils and residents listening to areas of concern and then patrolling these.</li> </ul>	- Further campaigns to be decided by the Enforcement Team. This will include a littering in laybys campaign and working with town and parish councils.	Environmental Services and Health & Safety	Regulatory

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

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.04.05 To Ensure all Council Activities work towards the being Carbon Neutral by 2030		<ul style="list-style-type: none"> <li>- An update of the Climate Emergency Action plan will be considered by Council in December 2021 following the evaluation of consultation responses.</li> <li>- Work is progressing on the installation of an additional 10 electric vehicle charging points in Market Harborough public car parks.</li> <li>- The Local Authority Delivery Scheme (Phase 2) funding has been received in part. Platform Housing Group is working with Officers of the Council to deliver energy efficiency improvements on around 70 homes.</li> <li>- The Council is to participate in a county-wide project to support residents to install photovoltaic panels on domestic properties through a collective purchasing scheme.</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		- Community class and leisure-based provision recommenced throughout the summer of 2021, and we have been able to offer this to an increased number of participants as restrictions have lifted. We are currently offering 10	- Better understand how the covid rehabilitation programme (and other similar condition specific programmes) are delivered	Community Partnerships	Wellbeing




		<p>community-based sessions, predominantly in Market Harborough and Kibworth due to demand and capacity, and are currently building capacity in Lutterworth. Our referral base has improved notably in the east side of the District due to effective links with referral agencies.</p> <ul style="list-style-type: none"> <li>- We have worked with the newly-formed Broughton Astley Volunteer Group to re-establish our two curling groups, with the potential of a third group by the end of March 2022. We are also supporting a boccia group in Broughton Astley. We supported the volunteer group in the setting up and establishment of a coffee morning, bringing in the local social prescribers and mini health network for the village.</li> <li>- As the District has opened up to more face-to-face engagement, members of the team have visited a number of face-to-face events, including the Big Information Day in Lutterworth for older people, careers events at Welland Park Academy, Thomas Estley and Lutterworth College, and a Health event at Robert Smyth School. Other opportunities have arisen through links with the Rural Community Council and we have attended coffee mornings in Broughton Astley, Great Glen and Scraftoft, with more planned for the next six months.</li> <li>- Weight management is the highest referred condition onto our exercise referral scheme, which we manage on a bespoke basis. We have a representative sitting on the healthy weight strategy group at Leicestershire County Council (LCC). We have improved our strategy links with the Food plan and climate change</li> </ul>	<p>within a clinical based setting, to help better replicate this for our own community provision.</p> <ul style="list-style-type: none"> <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 the branding and signposting opportunities in the District for the next six months, including updating our sports club and physical activity session directory to see how we can make this more user friendly and time effective.</li> </ul>		
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		links at LCC.			
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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.		<ul style="list-style-type: none"> <li>- During Quarter 2, Leisure Centres continued to return to a more normal routine, at both of our sites, and cafes reopened within them.</li> <li>- Swimming lesson membership is currently at 2516, which is a sharp rise again month on month.</li> <li>- Harborough lesson numbers exceeded the March 2021 target of 1303 (currently at 1,579).</li> <li>- Lutterworth lessons exceeded the March 2021 target of 836 (currently at 937).</li> <li>- Gym membership was at 2,952 across the contract at the end of September 2021. Harborough has exceeded the pre-pandemic target of 1,612 (currently at 1,633). Lutterworth is close to reaching the pre-pandemic target of (currently at 1,360).</li> <li>- Cancer Pre-habilitation, GP referral and Cardiac referrals are all back and running in the contract successfully again.</li> <li>- We are continuing with our work to develop a Community Wellbeing Hub across both sites and the wellbeing gardens project which is gathering momentum now.</li> </ul>	<ul style="list-style-type: none"> <li>- Continue to work on the Commissioning Plan and ensure that we deliver on the targets set out within it.</li> <li>- Link our wider work with the ongoing Health and Wellbeing Strategy.</li> <li>- Continue to engage with our leisure providers to ensure a well-rounded Health, Wellbeing and Physical Activity offer within the District.</li> </ul>	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		<ul style="list-style-type: none"> <li>- Collective switching took place in a tricky market for energy. iChoosr is not recommending that registrants switch (his has</li> </ul>	<ul style="list-style-type: none"> <li>- Hold another auction for ichoosr in October 2021.</li> <li>- Harborough Energy will</li> </ul>	Regulatory Services	Regulatory


the Council's Collective Switching initiative		never happened before). - ECO3 measures are being installed and interest is increasing. The LAD scheme is delivering on homes belonging to Platform Housing Group, with over 50 domestic retrofits due to start in October 2021.	continue with ECO3. - The LAD scheme will deliver energy efficiency for over 70 properties (mainly Platform Housing Group).		
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.05.04 Develop a Young Peoples' Strategy.		- A Young Persons Officer was recruited and started in post. The Officer is starting to liaise with internal staff and external partners. - The Young Persons Officer is working with the Communications team on contributing to a survey of residents.	- Continue to liaise with staff on partners to develop a Young Peoples' Strategy.	Community Partnerships	Wellbeing

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


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.06.01 Review the role of the voluntary and community sector (VCS) in providing support to vulnerable groups, particularly post the coronavirus pandemic.		- Voluntary Action Leicestershire was commissioned to carry out a voluntary sector needs assessment and recommend options on how the Council supports the sector post pandemic. Interviews have been carried out with key Council services and current grant funded organisations. Communities Scrutiny Panel was updated in September on the project aims and objectives.	- Voluntary Action Leicestershire to carryout mapping work on the health of the VCS in Harborough (what is happening, what is currently being funded and where are the gaps).	Community Partnerships	Wellbeing

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.06.02 Continue to develop the Lightbulb offer for households.		The quarter 2 data from Lightbulb is not currently available however there are a number of ongoing work streams to develop the Lightbulb offer further including a dementia project and the Safespaces (hoarding) project is now live and receiving referrals to offer the multi-agency support	- 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		- Coronavirus-related mortality and staff sickness have had a detrimental impact on customer numbers and operations but the service has been maintained and progress has been slowed rather than halted.	- Continue marketing of service.  - The Control Centre has relocated to The Symington Building: this will save at least £11,000 per annum in rent, will improve integration of the Control Centre with other Council services and will also offer increased security to the Council HQ. Work on this is progressing reasonably well, although there have been delays due to the Coronavirus outbreak.  - Digitalisation project work is now complete (postponement due to delays in ICT infrastructure work); again, there were delays due to the Coronavirus outbreak.  - Both of the above projects will help to secure the future	Commissioning and Lifeline	Wellbeing

			of the service on an efficient and sustainable basis.		
Activities	Status	Progress	Next Steps	Team	Portfolio
KA.06.04 Delivery of the agreed objectives and recommendations of the Armed Forces Covenant		<ul style="list-style-type: none"> <li>- The Armed Forces Bill completed committee stage in the House of Lords on 8 November 2021. Royal Ascent is expected by 16 December 2021, before the Xmas recess.</li> <li>- The MOD team anticipate a six-month implementation phase for bodies in scope, enforcement to commence 'summer' 2022.</li> <li>- The Council's Armed Forces Officer (AFO) continues to work with the Local Government Association Armed Forces Officer Network. The most recent meeting took place on 10 November 2021.</li> <li>- AFO attended the Ministry of Defence (MoD) summer consultation events feeding back on the first draft of the Sustainable Development Goals (SDG). The final series of consultation opportunities will take place at the end of November 2021. The AFO will attend the 7 Brigade East Covenant Legislation Focus Group on 25 November 2021.</li> <li>- The second draft of SDG was received on 9 November 2021 and is under review. It contains one of the Council's case studies submitted for possible inclusion. The MoD hopes to share the final SDG in the new year.</li> <li>- LLR collaborative group has been established. The first meeting was held on 23 August 2021 and meets monthly to drive consistency and efficiencies. Following each meeting a summary report is provided to the Council.</li> </ul>	<ul style="list-style-type: none"> <li>- Detailed review of second draft SDG.</li> <li>- Attend and feedback to final MoD consultation events.</li> <li>- Formal project management to continue, including ongoing LLR engagement.</li> <li>- Review Communications Strategy.</li> </ul>	Legal and Democratic Services	Corporate


		- Updates continue to be provided to the Leader, Portfolio Holder and AFC as the Bill progresses. Updates have also been included in the Councillor monthly newsletter.			
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Activities	Status	Progress	Next Steps	Team	Portfolio
KA.06.05 Housing of homeless applicants who the Council has a duty to		<p>- This Key Activity is concerned with the number of homelessness cases who have secured accommodation for at least six months during the Quarter.</p> <p>“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>- 47 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-</p>	<p>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</p>	Community Partnerships	Wellbeing

		<p>in-advance or a deposit.</p> <p>- 11 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 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>- 22 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</p>	<p>&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 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> <p>- Hold a partnership meeting 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>		
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		rehoused. One case was closed as contact was lost.			
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## Council Priority: The People Empowered Communities


Activities	Status	Progress	Next Steps	Team	Portfolio
KA.07.01 Liaise with parishes to understand local need and enable them to provide services in their locality (including post-Coronavirus needs and support).		<ul style="list-style-type: none"> <li>- Community Grant Fund Launched.</li> <li>- Preparation started for a virtual Annual Parish Liaison Meeting in November 2021.</li> <li>- Fortnightly newsletters continued through this Quarter.</li> </ul>	<ul style="list-style-type: none"> <li>- Hold a virtual Annual parish Liaison meeting in November 2021.</li> <li>- Issue monthly email Newsletters to Parishes.</li> </ul>	Community Partnerships	Wellbeing

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.07.02 Support the preparation of Neighbourhood Plans		<ul style="list-style-type: none"> <li>- Gilmorton Neighbourhood Development Plan passed examination (referendum due to take place on 20 January 2022).</li> <li>- Foxton Neighbourhood Development Plan Review passed examination (now adopted).</li> <li>- Leire Neighbourhood Development Plan Examination is ongoing.</li> </ul> <p>Neighbourhood Development Plan grant for Gilmorton and Foxton (£30k) to be claimed in December 2021.</p>	<ul style="list-style-type: none"> <li>- Completion of Leire and Gilmorton Examinations and prepare Cabinet report to consider recommendations.</li> <li>- Prepare for Leire and Gilmorton referenda if successful at Examination.</li> <li>- Completion of Foxton Neighbourhood Development Plan Review Examination.</li> <li>- Prepare for Foxton referendum if required by Examination.</li> <li>- Apply for grants (total £40k) for Leire and Gilmorton Neighbourhood Development Plans when referendum date set.</li> </ul>	Strategic Planning	Planning








			<ul style="list-style-type: none"> <li>- Apply for Foxtton Review Neighbourhood Development Plan grant (£10k if examination only, £20k if examination and referendum).</li> <li>- Validation and Regulation 16 consultations to take place as plans are submitted to the Council. Examiners to be appointed as required.</li> </ul>		
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**Council Priority: Your Council  
Deliver Financial Sustainability for the Future**

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.08.01 Develop and adopt robust methodology for business cases to deliver cost savings and income generation proposals.		- This Key Activity was put on hold due to the impact of the Coronavirus pandemic. The milestones for this Key Activity have been adjusted and the work will start later in the year. The Budget Challenge 25 (BC25) project has started in earnest with three tranches of cost centres all looking for savings and income generations opportunities. Tranche 1 -3 were all completed by July 2021, services are now working through and implementing these recommendations as part of the Change Programme. We are looking for further savings as part of the 2022/23 budget process which will be continuing during Quarters 3 and 4.	- Review business proposals on a case-by-case basis, as part of the upcoming Medium-term Financial Strategy work.	Finance Services	Finance

## Council Priority: Your Council Responsive and Accessible Services

Activities	Status	Progress	Next Steps	Team	Portfolio
KA.09.01 Implement the Change Programme in order to improve the customer experience, deliver efficiencies, and maximise use of online submissions portals.		<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> <li>- The governance and monitoring arrangements are being reviewed and the use of the Pentana system is being rolled out to aide reporting. This will be in place for Quarter 2.</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> <li>- Use of the Pentana system to be rolled out.</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>- Consistent communications around the Council's response to the Covid-19 recovery phase and vaccination messages (Covid and flu) have been distributed to stakeholders via appropriate channels in a timely way.</li> <li>- Development of video content for our social media profiles and resident newsletter articles to show the human face of the Council.</li> <li>-Development of joined-up community engagement work to inform Council plans and strategies, working with service manager for customer service and engagement and representatives from service areas.</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 Council's leadership of the recovery phase across the District, supporting the Recovery Cell and sub-cells with communication planning and implementation, and working with LRF (Local Resilience Forum) partners.</li> <li>- Continue to support the communication needs of Council services in line with the emerging new Corporate Plan.</li> <li>- Refresh of the Council's Communications 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.		- Feedback from the Residents Engagement between November 2021 and January 2022 will inform this Strategy.	- 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.		- Feedback from the Residents Engagement between November 2021 and January 2022 will inform this Strategy.	- It is anticipated this work will begin in the next Quarter.	Customer Services and Engagement	Corporate