



Harborough District Council

Annual Report 2010/11



Our vision is...

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

We aim to achieve ...

Good practice and innovation in the heart of rural England

Welcome from the Leader of the Council



The year end accounts show Harborough District Council was successful in reigning-in its spending for 2010/11 whilst producing a budget considerably lower for the year going forward, to 2012/13.

That Budget process took many hours of officer time and members' engagement during the last year. The new process employed was a focused methodology known as *Strategic Choice Based Budgeting*, and enabled the Council to rate services on a value for money basis as well as a 'social value' basis, rather than simply undertaking a 16% across the board 'slash & burn' hit on its finances.

Consultation with our residents was undertaken both online and via the focus groups before the administration finally set its budget, and comprehensive risk and equalities assessments undertaken. With the help of Government, because we kept our expenditure low, and did not exceed a nominal 2.5% tax increase on local revenues, we were able to set a 0% Council Tax increase overall.

Some redundancies were unfortunately unavoidable and regrettable given these pressures. However, major savings were taken on contracts, overhead reductions, removal of non-statutory services, and internal reviews of various service areas.

Several non-statutory obligations had also to be cut along the way, such as free pest control, and pre-planning advice, youth services, and even the Citizen's Advice Bureau had to be targeted for transitional finance.

Support to some additional bureaucracies such as innovation teams, the rural communities, and operations such as the museum service had to be targeted for cuts, trimmed out, or pressured to rethinking transitional processes towards new business plans – all very hard decisions to make by an administration reacting to the deepest cuts in peacetime.

Sharing services with neighbouring councils were explored on several fronts, so that besides consolidating a shared legal service with Melton Borough, we developed a shared service in revenue & benefit provision, with Hinckley and Bosworth Council and North West Leicestershire.

2010 was the year that the Harborough Innovation and Business Centre became a physical reality, and after several years of close partnership working, opened on-time in June 2011. Many financial hurdles had to be overcome during the year to make it possible to sign the procurement contract finally, and many thanks go to the now defunct East Midlands Development Agency for that, and of course our other partners, William Davis Ltd the developer, Leicestershire County Council, Prospect Leicestershire, Welland SSP and of course the European Regional Development Fund.

Towards the end of the year being reported, our Chief Executive acquired a new role as Chief Officer running two councils in tandem, in Northamptonshire.

New opportunities have already arisen for Harborough district, but I wish to thank all the staff and members at the council for their loyalty, faith and professionalism in putting so many achievements in place in such difficult circumstances over the period.

**Cllr Michael Rook
(Leader HDC)**

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The Harborough district

Size	592 sq. km (230 sq. miles) (59,200 hectares)
Population (estimate for 2011)	86,400
Households	35,034
Towns	Market Harborough and Lutterworth
Unemployment (2009)	5.3%
Ethnicity	5.6%
No. of staff employed by Harborough District Council (2011)	209 FTE (full time equivalent)



Harborough is a diverse, largely rural district located in South Leicestershire. It serves a growing population and is geographically the largest of the Leicestershire districts.

The two major population and commercial centres are the market towns of **Market Harborough** and **Lutterworth**. These two towns, together with the villages of **Thurnby**, **Bushby** and **Scraftoft** adjoining Leicester City, and the villages of **Broughton Astley**, **Great Glen**,

Kibworth Beauchamp, **Kibworth Harcourt** and **Fleckney** accommodate 67% of the district population.

The remaining residents live in villages varying from populations of several hundreds to hamlets comprising a handful of dwellings. The district borders Warwickshire to the west, Rutland to the east, Leicester city to the north and Northamptonshire to the south.

The prosperity of the district owes much to its diverse local economic base. Although agriculture still plays an important part in the local economy, manufacturing, distribution and the service sector are of ever-increasing importance. A recent Halifax 'Rural areas quality of life survey', which tracks where living standards are highest in Great Britain's local rural authorities, Harborough came 21st out of 140 areas. An Experian survey, for the BBC, rated Harborough as the highest placed district in the East Midlands in two of its categories; Place and Business Resilience.

Houses are larger than average, life expectancy is very high and GCSE results are some of the best in Great Britain.

Finances



We produce a full set of accounts each year, to explain our financial position as at 31 March 2011. A full copy of the accounts is available from our main reception in Adam and Eve Street, Market Harborough or from our website www.harborough.gov.uk

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

Our planned general budget for 2010/11 was £12.6m. A further £1.4m was spent on capital schemes. Although there were considerable demands on services we have achieved a balanced outturn and were able to keep the expenditure within budget.

The following tables give a summary of the main financial statements.

Our income and expenditure

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

What your money is spent on

Cultural, environmental and planning services - £7,704,000
Highways, roads and transport services - £159,000
Housing services - £1,082,000
Other services - £3,206,000

Where the money comes from

Council tax - £6,719,000
Government grants - £3,845,000
Non-domestic rates - £4,759,000

The Balance Sheet

This is a statement which is a snapshot of our financial position as at 31 March 2011. It shows what we own (assets) and what we owe (liabilities). The balance of these two items is made up from reserves and balances.

	£'000
<u>Assets</u>	
Fixed and long term assets	25,490
Money owed to the council	5,583
Cash, investments and stock	5,857
Total assets	36,930

<u>Liabilities</u>	
Items owned by the council	2,882
Borrowing	1,505
Pension scheme	12,539
Other Liabilities	<u>2,267</u>
Total liabilities	19,193

Net assets	<u>17,737</u>
Non-spendable reserves	10,667
Spendable reserves	7,070
Net worth	17,737

Collection Fund

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

	£'000
<u>Income</u>	
Council tax	48,916
Business rates	32,484
Total income	81,400
<u>Expenditure</u>	
Harborough District Council	6,650
Leicestershire County Council	34,328
Leicestershire Police Authority	5,478
Leicestershire, Leicester and Rutland Fire Authority	1,724
Non-domestic rates transferred to the Government	32,361
<u>Other</u>	410
Total expenditure	80,951
Surplus for the year	449

Progress on priorities

COMPLETED PROJECTS FROM 2010/11

PORTFOLIO ACTION	HEAD OF SERVICE	LEAD OFFICER
AM 04 Implementation of the relevant elements of the Carbon Management Plan in respect of the Council's assets.	Norman Proudfoot	Elaine Bird
CEC 01 Agree an action plan to implement the requirements of the Single Equality Bill	Beverley Jolly	Richard Ellis
CEC 02 Complete the Phase 3 Children's Centre Building Programme	Matthew Bradford	Matthew Bradford
CEC 03 Deliver an improved GP referral scheme to enable citizens to improve their health through a programme of exercise. The target is to have 100 completed referral programmes within the year.	Matthew Bradford	Jayne Wisely
CEC 04 Deliver Children's Centre services to at least full core offer standard.	Matthew Bradford	Matthew Bradford
CEC 06 Organise 2 internal workshops to promote equalities and support service areas in implementing the Equality Framework Action Plan	Beverley Jolly	Richard Ellis
CEC 07 Participate in the development of the First Contact programme with our LSP partners.	Peter Rowbotham	Tom Day
CSE 01 Assist in the delivery of CDRP priorities	Peter Rowbotham	Alan Paul
CSE 02 Assist in the development of a strategy for preventing re-offending within the Harborough district	Peter Rowbotham	Alan Paul
CSE 03 Consider the resource implications of the CCTV Strategy and feed into the Business Planning Process for 2011/ 2012	Peter Rowbotham	Alan Paul
CSE 04 Carry out an audit on all the inspection programmes to ensure that they are clearly risk based	Norman Proudfoot	Elaine Bird
CSE 05 Ensure the Scrutiny of the CDRP	Peter Rowbotham	Alan Paul
CSE 07 Implementation of the revised Street Trading Policy and determination of an appropriate enforcement programme to ensure compliance.	Norman Proudfoot	Ruth Hollingsworth
CSE 08 Parkmark inspections carried out on 6 main car parks, parkmark award obtained for the Commons car park	Norman Proudfoot	Norman Proudfoot
CSE 10 To increase public awareness of what to do in an emergency	Peter Rowbotham	
CCS 01 Achieve National Performance Standards for Electoral registration and Elections	Beverley Jolly	Richard Ellis
CCS 02 Deliver a Council wide system that records all complaints, compliments and comments	Peter Rowbotham	Rachael Abbott
CCS 03 Development of Local Land and Property Gazetteer to meet census requirements	Beverley Jolly	Richard Ellis
CCS 11 Revise member induction programme	Beverley Jolly	Richard Ellis
CCS 14 To undertake a review of fees and charges to identify and implement efficiency improvements.	Beverley Jolly	Jennifer Stephens
ESD 01 Develop and implement the collection of batteries for recycling	Matthew Bradford	Graham Antill
ESD 02 Develop and implement the collection of textiles for recycling	Matthew Bradford	Graham Antill
ESD 04 Ensure that the assessment and subsequent reduction of carbon emissions achieve the Carbon Trust's Carbon Standard	Norman Proudfoot	Elaine Bird
ESD 05 Evaluate and develop the council's response to the Pitt Review on Flooding	Matthew Bradford	Matthew Bills
ESD 06 Following the consultation process publish the Climate Change Strategy and deliver the Year 1 actions from the plan.	Norman Proudfoot	Elaine Bird
ESD 07 Implement new food waste collections across the district	Matthew Bradford	Graham Antill
ESD 08 Investigate and action new ways to increase the Waste Minimisation and Education Programme in	Matthew Bradford	Graham Antill

PORTFOLIO ACTION	HEAD OF SERVICE	LEAD OFFICER
conjunction with the Leicestershire Waste Partnership and Harborough District Council objectives. In addition work with Leicestershire Waste Treatment Tender		
ESD 09 To continue to provide facilities for organised sport for all persons in the community and ensure they are fit for purpose.	Matthew Bradford	Matthew Bills
ESD 10 To continue to provide play areas and amenity areas that are available to all in the community for informal recreation and are fit for purpose	Matthew Bradford	Matthew Bills
ESD 11 To continue to work with and support community groups such as HIT/BAIT/LIT, schools and parish councils on clean up projects	Matthew Bradford	Graham Antill
ESD 12 To deliver the Open Spaces Strategy that will steer provision, maintenance and improvement of open spaces for the next ten years	Matthew Bradford	Matthew Bills
ESD 13 To fine tune the Pedestrian Sweeper Schedules To incorporate rural villages	Matthew Bradford	Graham Antill
ESD 15 To increase the trade recycling services with the emphasis on small businesses	Matthew Bradford	Graham Antill
ESD 16 To monitor the cost of the service and provide the public with a high quality service for Recycling and Refuse	Matthew Bradford	Graham Antill
FIN 02 Introduce the facility for sundry debtors to pay by direct debit by the end of 2010/11.	Rob Chambers	Steve Smith
FIN 04 Secure a solution for payroll provision	Rob Chambers	Steve Smith
To review the workforce planning matrix annually each June so that any issues/gaps can be identified for recommendations in the annual business planning process.	Beverley Jolly	Jennifer Stephens
To undertake and implement the actions from the workforce planning action plan	Beverley Jolly	Jennifer Stephens
HIP 01 Develop and launch the landlords accreditation service and a planned membership programme to ensure the success of the scheme	Norman Proudfoot	Elaine Bird
HIP 03 Introduction of Private Sector Housing Renewal Policy and provision of the relevant assistance for appropriate homeowners, tenants and landlords	Norman Proudfoot	Elaine Bird
HIP 07 Participate in a Countywide Group to improve the consistency and response time for Disabled Facilities Grant applications	Norman Proudfoot	Elaine Bird
HIP 09 To draw up an exit strategy for the Enhanced Housing Options project that is funded up to end March 2011	Brett Culpin	Stephen Pointer
LBE 04 Support the delivery of 5 town centre events to increase footfall and bring improved trading to the retail sector throughout the district.	Peter Rowbotham	Tom Day
LBE 05 To create an electronic network of business contacts to improve communication and consultation with the business sector	Matthew Bradford	Matthew Bradford
LBE 06 To produce 2 updates to the Market Harborough Shopping Guide and investigate the opportunity of producing a guide for Lutterworth and Broughton Astley	Peter Rowbotham	Tom Day

COMPLETED PROJECTS FROM 2009 – 10 PLANS

PORTFOLIO ACTION	HEAD OF SERVICE	LEAD OFFICER
AM 02 Car park development Welland Park	Matthew Bradford	Matthew Bills
CCE 17 Agree a strategy for CCTV by March 2010. (CS)	Peter Rowbotham	Alan Paul
CCE 25 Increase resident satisfaction of appearance and cleanliness of play areas	Matthew Bradford	Matthew Bills
ECM 08 Payroll Service	Rob Chambers	Steve Smith
ECM 10 Develop a Climate Change Strategy	Norman Proudfoot	Norman Proudfoot
ECM 14 NLPG - Data matching for 2011 census	Beverley Jolly	Richard Ellis
H 01 Publish Local Development Framework (Core Strategy) draft.	Brett Culpin	Stephen Pointer
H 02 Publish Local Development Framework (Core Strategy) submission document	Brett Culpin	Stephen Pointer
H 05 Provide specialist employment skills training and benefits advice to 80 households in housing need	Brett Culpin	Stephen Pointer
H 06 To work with sub regional partners to develop a Choice-based letting scheme(HHS)	Brett Culpin	Stephen Pointer
OD 08 Implementation of dispute resolution legislation	Beverley Jolly	Kate Frow
OD 09 Complete the implementation of Pay & Grading review	Beverley Jolly	Mike Smith
PE 02 Complete the year 2 actions of the planning enforcement review action plan.	Norman Proudfoot	Sarah Greenway

UNCOMPLETED PROJECTS CARRIED OVER TO 2011/12

PORTFOLIO ACTION	PROGRESS	HEAD OF SERVICE
AM 01 Bring forward proposals regarding the future of the 104 Northampton Road	Further to work undertaken, the Council has been advised by various agents to market the property in an auction. It has been determined through advice that the most appropriate time to advertise in an auction. The go ahead has been given to the council's appointed agent to advertise the property in its March 2011 auction.	Kamal Mehta
AM 06 Oversee the delivery of Harborough Innovation Centre.	Opening 9 th June 2011	Sue Smith
CCS 10 Review the arrangements for the Disaster Recovery Site and ensure that this meets the Councils business needs	Reassessment of our requirements is underway in the light of the shared service arrangements. Work is planned to be completed by 31 st August 2011.	Peter Rowbotham
ESD 03 Develop the plastic bottle recycling to extend to 65 sites	On target at present, three more banks have been placed out, further growth depends on availability of sites & funding stream	Matthew Bradford
ESD 14 To implement a recycling policy for the council buildings to save resources and increase recycling	Now comes under carbon group for Action Feb 2011 More progress next year	Matthew Bradford
FIN 03 Review the methods of payment accepted by the Council, with a view to increasing the take	The number of DD payers has increased by 766 when compared with April 2010 and January 2011	Matthew Bradford

up of direct debits for Council Tax to 75% by the end of 2010/11, and 85% by the end of 2012/13	Percentage of DD payers for Non Domestic Rates as a result of legislative changes introduced for empty assessments and Small Business Rates Relief means that number of DD collections has reduced	
HIP 08 Progress CLG funded feasibility work on scope for partnership based shared service delivery of Choice Based Letting with other Leicestershire HMA LA's through to implementation	Project is progressing satisfactorily to its planned completion date of August 2011.	Norman Proudfoot
CEC 09 To introduce a Parish Charter	County Wide agreement now in place. This document has been circulated to the Quality Parish Councils. Awaiting feedback on any requested enhancements for local agreement.	Peter Rowbotham
CSE 06 Implementation of the Dog Control Orders under the Cleaner Neighbourhoods and Environment Act 2005.	Work has commenced on the introduction of Dog Control Orders and the key milestones have been identified. Parish Councils will be consulted in Spring 2011 and the Regulatory committee will review the outcome of the consultation process. Report has been to Scrutiny Places Committee in March 2011	Norman Proudfoot
CSE 09 Roll out of environmental enforcement by the parking civil enforcement officers to partnership districts of Blaby, Oadby & Wigston, Melton and Hinckley & Bosworth	Generic enforcement is now operating in Harborough DC, Blaby DC and Hinckley & Bosworth BC.	Norman Proudfoot
FIN 01 Implementation of recommendations from "Delivering Efficient Customer Services Review" of Revenues & Benefits	New forms are in the process of being developed & some are already in use.	Matthew Bradford
HIP 04 LDF (Allocations DPD) progressed from initial Sustainability Appraisal to Pre-submission (Preferred Options) DPD consultation	Will not now commence until after Core Strategy hearing - Summer 2011. Scoping and community consultation event to occur in Summer 2011 or following Core Strategy hearing. Formal options consultation will take place in early 2012. Executive approved revised programme in December 2010.	Brett Culpin
HIP 05 LDF (Core Strategy) submission document to be progressed through public examination to adoption	Hearing planned for June 2011 with adoption later in 2011.	Brett Culpin
HIP 06 LDF Developer Contributions SPD published in draft form, consulted upon and work commenced on final draft for adoption	The developer contributions policy in the Core Strategy is being prepared and will be the basis for the policy. The SPD will be published in draft form following planned submission of the Core Strategy in March 2011 and therefore will be action to progress in 2011/12. The final form will depend upon the outcome of the Core Strategy during 2011/12 and decisions taken on potential introduction of a Community Infrastructure Levy.	Brett Culpin
LBE 02 Hold a minimum of 3 business networking events to engage local business from all sectors.	First Business Networking Event of the year held in June	Matthew Bradford

PERFORMANCE INDICATOR 2010/11 YEAR END RESULTS

PEOPLE

Includes the following portfolios:

- Corporate and Customer Services
- Community Safety and Enforcement
- Community Engagement, Cohesion and Wellbeing

Corporate & Customer Services					
What we measured	What we achieved (2010/11 Outturn)	What we said we'd achieve (2010/11 Target)	Status Against Target	What we achieved the previous year (2009/10 Outturn)	Direction of Travel From 2009/10 to 2010/11
NI 14 Avoidable Contact	3.55%	23%		8.9%	↑ (low is good)
LPI 401i Standard Searches within 10 Days	100%	99.99%		100%	=
LPI 701 Percentage of appraisals completed	98%	99.99%		100%	=
LPI 702 Working Days Lost Due to Sickness Absence	12.02	8.3		10.78	↓ (low is good)
LPI 703 ICT System availability	99.82%	99%		99.75%	↑
LPI 704 Response to Helpdesk calls within 1 hour	96.77%	95%		96.97%	↓
LPI 705i Top 5% of Earners: Women	41.6%	50%		41.6%	=
LPI 411a % of calls answered by the Call Centre within 20 seconds	62%	80%		Not measured	No comparison
LPI 411b % of calls answered by the Call Centre within 60 seconds	43%	100%		Not measured	No comparison
LPI 406 Overall customer satisfaction with the Council	82.93%	90%		86.75%	↓
LPI 408 % satisfaction with the website	37.92%	90%		74.98%	↓
LPI 409 % satisfaction with the telephone service	95.09%	90%		92.81%	↑
LPI 410 % satisfaction with the Face to Face customer service	74%	90%		81.53%	↓
LPI 411 % satisfaction with the quality of our e mails	85.72%	90%		-	=

Community Safety & Enforcement					
What we measured	What we achieved (2010/11 Outturn)	What we said we'd achieve (2010/11 Target)	Status Against Target	What we achieved the previous year (2009/10 Outturn)	Direction of Travel From 2009/10 to 2010/11
NI 184 Food establishments in the area which are broadly compliant with food hygiene law	88%	90%		-	-
NI 182 Satisfaction of businesses with local authority regulatory services	72.85%	80%		75%	↓
LPI 620 Close case file within 8 weeks where there is no breach of planning control (Category 1)	84.69%	75%		63%	↑
LPI 621 Serve Planning Enforcement Notice within 28 days of instruction	100%	90%		100%	=
LPI 623 To acknowledge all planning enforcement cases within 3 working days	81.46%	80%		New Indicator	-
LPI 624 To carry out a site visit, where appropriate within 10 working days	86.96%	75%		New Indicator	-
LPI 205 Reduce total crime by 3%	3313	3% Reduction (to 3655)		New Indicator	-
LPI 206 Increase confidence in the Police and the Council dealing with crime and ASB by 3%	58%	3% Increase (to 65%)		New Indicator	-

Community Engagement, Cohesion & Wellbeing					
What we measured	What we achieved (2010/11 Outturn)	What we said we'd achieve (2010/11 Target)	Status Against Target	What we achieved the previous year (2009/10 Outturn)	Direction of Travel From 2009/10 to 2010/11
NI187a Tackling fuel poverty - % of people receiving income based benefits living in homes with a low energy efficiency rating – SAP rating below 35 (quarterly)	10.3%	Not set	-	13.27%	↑ (low is good)
NI187b Tackling fuel poverty - % of people receiving income based benefits living in homes with a high energy rating – SAP rating of 65 or above (quarterly)	20.6%	Not set	-	35.97%	↓

PLACES

Includes the following portfolios:

- Environmental Service Delivery
- Housing, Infrastructure & Planning
- Local Business & Enterprise

Environmental Service Delivery					
What we measured	What we achieved (2010/11 Outturn)	What we said we'd achieve (2010/11 Target)	Status Against Target	What we achieved the previous year (2009/10 Outturn)	Direction of Travel From 2009/10 to 2010/11
NI 191 Residual household waste per household	436.74kg*	Not set	-	479.19	↑ (low is good)
NI 192 Percentage of household waste sent for reuse, recycling and composting (linked to LAA)	57.08%*	40%		53.25%	↓
NI 193 Percentage of municipal waste landfilled	42.92%*	60%		46.75%	↓
NI 195 Improved street and environmental cleanliness (linked to LAA)	Litter 0%	8%		2%	↑
	Detritus 10%	15%		24%	↑
	Graffiti 0%	1%		1%	↑
	Flyposting 0%	1%		0%	=

* Provisional figures

Housing, Infrastructure & Planning					
What we measured	What we achieved (2010/11 Outturn)	What we said we'd achieve (2010/11 Target)	Status Against Target	What we achieved the previous year (2009/10 Outturn)	Direction of Travel From 2009/10 to 2010/11
NI 154 (PSA 20) Net additional homes provided (linked to LAA)	300	377		504	↓
NI 155 (PSA 20) Number of affordable homes delivered (gross) (linked to LAA)	84	80		112	↓
NI 157 i Major applications determined within 13 weeks	72.5%	63%		72.34%	↑
NI 157 ii Minor applications determined within 8 weeks	75.46%	78%		75.56%	↓
NI 157 iii Other applications determined within 8 weeks	87.39%	88%		88.32%	↓
NI 159 Five year supply of deliverable housing sites	88%	100%		109.7%	↓
LPI 101 HOUSING STRATEGY No. of units for which funding is secured	106	80		75	↑
LPI 105 New Homes on Previously Developed Land	68%	50%		83	↓
LPI 107 Satisfaction with Planning service	91%	80%		87%	↑
NI 156 (PSA 20) Number of households living in temporary accommodation	5	6		-	-
LPI 104 HHS % of home seeker registration forms input on register within three working days of receipt.	Indicator suspended	97%		-	-
LPI 109 Housing Advice Service: preventing homelessness	12.91	2%		14	↓
LPI 110 Repeat Homelessness	1	1		2	(Low is good)

RESOURCES

Includes the following portfolios:

- Asset Management
- Finance

Asset Management					
What we measured	What we achieved (2010/11 Outturn)	What we said we'd achieve (2010/11 Target)	Status Against Target	What we achieved the previous year (2009/10 Outturn)	Direction of Travel From 2009/10 to 2010/11
LPI 302 Total Annual Management Costs per Square Metre of Building Floor Area (£)	£ 5.12	Not Set	New for 2010/11	New for 2010/11	New for 2010/11
LPI 303 Total Repair & Maintenance Costs per Square Metre of Building Floor Area (£)	£ 6.56	Not Set	New for 2010/11	New for 2010/11	New for 2010/11
LPI 304 Total Energy Costs per Square Metre of Building Floor Area - Gas, Electricity & Oil (£)	£8.52	Not Set	New for 2010/11	New for 2010/11	New for 2010/11
LPI 305 Total Water Costs per Square Metre of Building Floor Area (£)	£ 1.25	Not Set	New for 2010/11	New for 2010/11	New for 2010/11
LPI 306 CO2 Emissions per Square Metre of Building Floor Area (tonnes)	Information not available at present	Not Set	New for 2010/11	New for 2010/11	New for 2010/11
LPI 307 Average Square Metres per Employee in Operational Office Buildings	27m2	Not Set	New for 2010/11	New for 2010/11	New for 2010/11
LPI 309 % of Assets that Comply and are Able to Comply With DDA	100%	Not Set	New for 2010/11	New for 2010/11	New for 2010/11

Finance					
What we measured	What we achieved (2010/11 Outturn)	What we said we'd achieve (2010/11 Target)	Status Against Target	What we achieved the previous year (2009/10 Outturn)	Direction of Travel From 2009/10 to 2010/11
LPI 504a Percentage of Council Tax Collected	98.07%	98.9%		97.46%	↑
LPI 505a Percentage of Non-Domestic Rates Collected	98.27%	99.0%		98.02%	↑
LPI 505b Level of NNDR arrears at year end	0.39	£0.4m		0.68	↑ (low is good)
LPI 508 Level of Sundry debtor arrears (excluding Section106)	0.34	£0.3m		1.95	↑ (low is good)
LPI 517 Fraud Investigations Sanctions, prosecutions and Administrative Penalties achieved	114	60		54	↑
LPI 514 Level of overpaid benefits arrears at year end	£0.38	£0.4m		£0.34m	↓ (low is good)
NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events (Right Time)	18.31 days	11 days		15.86 days	↓ (low is good)

Equality Impact Assessments

In order to achieve our aim of equality and fairness we need to understand whether our services are meeting everyone's needs and that everyone who needs them has access to those services. To do this we use an Equality Impact Assessment (EIA).

EIAs are used by most councils in the UK to assess their services and Harborough District Council has also adopted this best practice tool.

We have developed our own EIA process for new and existing council functions, policies, and services. An EIA will be carried out on new policies as they are developed and over time on existing functions and policies.

EQUALITY IMPACT ASSESSMENTS COMPLETED IN 2010/11

EIA	LEAD OFFICER
EIA Have Your Say Meetings	Rachael Abbott
EIA Community Safety Plan	Alan Paul
EIA Taxi Licensing	Sarah Greenway
EIA Land Charges	Richard Ellis
EIA Recruitment & Selection Policy	Mike Smith
EIA Street Naming and Numbering	Richard Ellis
EIA Training & Development Policy	Kate Frow / Mike Smith
EIA Ant-Poverty Strategy	Tom Day
EIA Housing/Council Tax Benefit Overpayments Policy	Leigh Butler

PLANNED EQUALITY IMPACT ASSESSMENTS CARRIED FORWARD TO 2011/12

EIA	LEAD OFFICER
EIA Planning Enforcement	Sarah Greenway
EIA Public Health Initiatives	Ruth Hollingsworth
EIA Corporate Debt Policy	Leigh Butler
EIA Developer Contributions SPD	Stephen Pointer
EIA LDF (Allocations DPD) up to pre-submission (Preferred Option) DPD stage	Stephen Pointer

WITHDRAWN EQUALITY IMPACT ASSESSMENTS

EIA	Lead Officer
EIA Town Centre Events	Tom Day
EIA Shopping Guides	Tom Day

The Council assesses the risks of service delivery annually and gives each one a score and colour. Red risks are most severe and managed throughout the year.

THE RED RISKS REMAINING AT YEAR END

SCORE	RISK	IMPACT	LIKELIHOOD	HEAD OF SERVICE
18	AM01 Downturn in the property market or the overall economic climate	3 - Critical	6 - Very high	Brett Culpin
12	CCS1 ICT system failure	3 - Critical	4 - Significant	Beverley Jolly
15	CCS10 Legal challenge nationally from HIPs providers may require local authorities to provide some of the land charges information free of charge, thereby requiring same level of resources in the service area but with reduced income	3 - Critical	5 - High	Beverley Jolly
12	CCS4 Reliance on key staff to deliver objectives. Risk of staff absence/turnover. Ability to recruit professional staff	3 - Critical	4 - Significant	Beverley Jolly
18	CSE1 Risk of further government community safety initiatives taking resources away from existing projects	3 - Critical	6 - Very high	Peter Rowbotham
18	CSE2 Reduced Community Safety funding from external sources	3 - Critical	6 - Very high	Peter Rowbotham
15	CSE3 CCTV - requirements hindered by lack of partner engagement and lack of resources	3 - Critical	5 - High	Peter Rowbotham
18	F2 Economic pressure that results in reduced financial resources and funding.	3 - Critical	6 - Very high	Kamal Mehta
15	F3 Economic downturn means overall decline in all house building	3 - Critical	5 - High	Brett Culpin
12	F6 Lack of assurance based on the viability of its significant contractors and partners in its business continuity plans	3 - Critical	4 - Significant	Sue Smith
12	HIP03 Failure to deliver affordable housing through planning system	3 - Critical	4 - Significant	Brett Culpin
12	HIP04 Political Decision-making with regard to LDF - politically contentious issues requiring unforeseen procedures to resolve	3 - Critical	4 - Significant	Sue Smith
12	HIP06 Competing priorities for Homes and Community Agency funding	3 - Critical	4 - Significant	Brett Culpin
15	P1 General election brings about policy change and change to funding grants from central government	3 - Critical	5 - High	Sue Smith
15	RE1 Resource Management: A workforce that cannot deliver the service or meet the Council's priorities	3 - Critical	5 - High	Sue Smith
15	RE4 The scrutiny panel delivers the core functions of an audit committee but does not fully meet CIPFA guidance. The scrutiny panel does not review the External Audit (EA) opinion and other reports to members or oversee management action in response to issues raised by EA	3 - Critical	5 - High	Kamal Mehta
16	S1 HDC has insufficient capacity to deliver on Joint Change projects	4 - Catastrophic	4 - Significant	Beverley Jolly
16	S2 Dependence on partners to deliver joint working arrangements	4 - Catastrophic	4 - Significant	Sue Smith
18	S6 No partnership risk registers exist	3 - Critical	6 - Very high	Matthew Bradford

Highlights of the year



Harborough Innovation and Business Centre taking shape (above),



Arts Fresco (left) Green Flag award for Welland Park (middle), aluminium recycling (right),



Lutterworth Children's Centre which opened this year (left) and the boxing academy at Harborough Leisure Centre (right)

What we have achieved in 2010/11

Waste management

- Food waste collections on May 4th 2010. In this financial year the service has prevented nearly 1,440 tonnes of food waste from going to landfill.
- Partnership working has been a priority in this year with the council's waste collection contractor and with other organisations. This has seen the joint participation officer's posts being created with Melton Borough Council and funded by Leicestershire County Council.
- Road shows for the collection of electrical items have taken place.
- The amount of waste sent to landfill has decreased in 2010/11, with green waste and recycling increasing.
- Trade waste collections from commercial and business premises have increased in line with guidance from the Government on commercial waste and recycling.
- An increase in community litter picking has seen 40% of district villages having annual events and other groups making use of equipment loaned by HDC.

Health and enforcement

- Proactive initiatives including satellite dishes to listed buildings and conservation areas and inappropriate and unsightly advertisements.
- Food establishments in the area are broadly compliant with food hygiene law.
- The council continues to operate a food premises rating scheme, known as Scores on the Doors, which makes information about the standard of food businesses available to the public.
- We have successfully prosecuted a local employer in relation to breaches of health and safety legislation following a serious accident to an employee. This work improves the standard of workplaces, ensuring greater safety to workers.
- We have continued to work with businesses in Harborough district to implement the Healthy Workplace Award.
- Helping vulnerable people by working in partnership with the Home Improvement Agency to help them remain in their own homes by either improving their living accommodation or carrying out essential adaptations for disabled occupants. During 2010-11 the agency helped over 40 vulnerable households carry out essential repairs to their property and almost 60 disabled residents have had adaptations.

Energy

- Achieved a 14% drop in carbon emissions from council operations in one year through the development of the “Just One” initiative, where staff awareness and involvement has helped promote energy saving.

Contaminated Land

- The council has a duty to carry out assessments on potentially contaminated sites across the district. For several years the council has been investigating one of the top priority sites and external funding was secured to conclude the investigation. Intrusive investigations were undertaken both on the site in question and also in the domestic dwellings surrounding the site. The outcome of these investigations concluded that there was no significant risk to either the current occupiers of the site and the surrounding areas.

Development control

- Met national performance targets for making decisions on planning applications contributing to New Homes Bonus award in excess of £500,000
- Planning permission granted and building started /nearing completion for housing and employment across the district including Lutterworth affordable housing and Harborough Innovation Centre.
- Achieved user satisfaction of the planning service levels of 90%
- Taken decisions on major housing schemes across and successfully defended decisions at appeal including Great Bowden.
- Responded to Government’s decentralisation of planning fees consultation

Community services

- A Summer Activities Brochure was developed in partnership with the Youth Service, Extended Schools programme and Community Safety. Fleckney primary school students were involved with creating the design and 16,000 copies were distributed throughout the district.
- Market Harborough C of E School was involved in a project to create metres of bunting showing how they like to play. Each student drew and coloured in their triangle showing their favourite activity. The bunting was put up in Welland Park as part of National Play day.
- Worked with young people at local schools to develop drama, film and web-links based on HDC budget consultation.
- The Active Together programme continues to go from strength to strength. Some of the highlights this year include ‘Dance it Red’ and ‘Smiles for Miles’ for Comic Relief. As well as supporting the 1 in 9 breast cancer walk.

- During the year over 18,000 opportunities for adults to take part in physical activity sessions were created with over 12,000 taking part in these sessions.

The £100,000 *Your Voice Your Choice* grant has supported 30 community led projects from across the district. These include:

- Supporting the Market Harborough Cinema project
- Facilitating the creation of a 'Good neighbour' project in Lutterworth that helps around 30 vulnerable people through companionship and general support, including gardening, shopping, etc
- Supporting volunteers to plant and maintain a community orchard in Broughton Astley
- Funding Neighbourhood Watch to enhance community safety in 35 elderly and vulnerable households in Dunton Bassett
- Contributing to the renovation of village halls including Kibworth and Belgrave
- Helping a group in Frolesworth put on a heritage exhibition
- Funding four projects in Walcote, Lutterworth, Tilton and Dunton Bassett that enhanced play facilities for children

Broughton Astley Improvement Team (BAIT) has achieved much in the last year including:

- Funding for notice boards in the village that will highlight community events and support local business
- Creating a community orchard with support from Your Voice Your Choice
- Supporting Broughton in Bloom volunteers to attract volunteers and acquire bulbs for planting
- Developing partnerships with business, such as the Co-op that will improve the local environment
- Supporting community volunteers to look at the future of the village, including opening up the old railway line and the lake for residents to enjoy

Lutterworth Improvement Team (LIT) has achieved a lot in a single year including:

- Gaining funding for Town Trail leaflets that showcase the town for visitors and residents
- Supporting the improvement of the town council front
- Helping groups, such as the local Morse Bags group to hold events and attract members
- Supporting residents think about longer term projects, such as community allotments and youth involvement in the Town

Harborough Improvement Team (HIT) has:

- Enabled a Business Improvement District (BID) ballot to take place that gave businesses in the town a vote on whether they wanted to be more involved in improving the Town
- Held a number of town centre events, such as the sandpits and Christmas lights switch-on that have brought extra footfall into the town centre

- Enabled funding for footfall counters that will help measure the numbers of visitors to the town on normal and event days
- Producing and distributing two editions of the Town Centre Guide to attract and direct shoppers around the town
- Helping volunteers improve green spaces around the town, including river cleans
- Developing longer term projects both in the town centre and in Welland Park, such as a new community building

The First Contact scheme, funded by the Local Strategic Partnership has helped 139 older people from across the district access 452 services including fire and community safety equipment, home adaptations, advice and extra income through benefit uptake

Public spaces

- Welland Park once again retained the prestigious Green Flag award which recognises well managed parks and open spaces for all to enjoy.

Elections

- Successfully organised the local polls for the 2010 General Election.

Lifeline

- 92.4% of Lifeline alarm calls are handled within 30 seconds. Client details are input within one day of receipt and general Lifeline applications are turned around within seven days. 191 alarm units were installed during the year, benefitting the most vulnerable in the community.
- The Lifeline service also handled 2,171 out of hours emergency calls including emergency building maintenance, homelessness support, pest control, responding to anti-social behaviour reports, etc.
- Lone worker systems have been further developed to ensure that staff undertaking lone working are able to report their safe arrival and departure and that their progress is monitored. Currently the Lifeline service has 67 lone workers registered to use this service.

Principal planning and policy

- We wrote and prepared the draft Local Development Framework Core Strategy, before consulting on it between October and December 2010. This resulted in a very positive response, with nearly 600 individual responses received.
- We successfully submitted the Core Strategy to the Planning Inspectorate for examination in April 2011. This followed the team's careful analysis of all the consultation responses received. A Planning Inspector has now been appointed, who is currently considering the 'soundness' of the plan. Public Hearing sessions are expected to take place towards the end of July 2011, where those who responded to the consultation will be invited to discuss the Core Strategy.

- The team achieved the successful completion of a 100% affordable housing scheme at Leicester Road, Lutterworth in partnership with Dermot Living and Westleigh Developments. This provides a total of 47 affordable units, 12 of which are shared ownership flats and the remaining as rented accommodation.

Community safety

- Placed the re-deployable CCTV camera in a number of hotspot locations following consultation with the public which has helped to drive down the issues in these areas. CCTV is always considered alongside other measures as it is just one of the tools available when working with local communities.
- Worked with local schools on various matters linking in with their citizenship modules.
- Taken part in various activities looking at engaging with young people and steering them away from anti-social behaviour (ie, Rock on the Rec and Fleckney Taster days)
- Increased the membership of Lutterworth Pub Watch so that most premises in the town centre are now covered. Some pubs from outside of the town are also looking at the possibility of joining.
- As the Community Safety Partnership we have worked with other agencies such as the police to look at solutions to anti-social behaviour alongside any enforcement. This mainly entails a focus on education, prevention measures and providing alternative activities for young people in the area. Anti-social behaviour locally is low and in the past year we have had a drop of 19% across the district which is nearly 400 incidents down on last year.

Customer Services

- Compliment, Comment or Suggestions and Complaints - As the Harborough District Council prides itself on being a forward thinking council, providing services of the highest quality in line with our customers' needs. It is only by listening to our customers that we can find out how well we are doing or where we need to improve. To help us achieve this we successfully implemented an on-line Compliment, Comment or Suggestions and Complaints.

Communications and Consultation

- We successful carried out the following consultations during the year:
 - Review of Carparking Charges
 - The Vision for the Harborough District
 - Budget Priorities
 - Access to Services

What we are planning to do



Matters of considerable significance will be taking shape this year.

With the topping out of the Harborough Innovation and Business Centre at Airfield Farm having passed as a major milestone on time and to budget, this major project will be completed and opened in June 2011.

The £4.2 million project is set to create 180 jobs and enhance the area's reputation for technology and innovation. It will help fledgling business to set-up and prosper, and will carry forward the district's reputation for resilience, and as one of the best places to live in the East Midlands.

The Revenue Support Grant (RSG) is set to be cut by a further 14.8% this year. This we know will put added pressure on the council's business planning, which once again we will be undertaking the Strategic *Choice-Based Budget Process* pioneered last financial year to identify those services least prioritised. We will be becoming increasingly involved with the new Leicester and Leicestershire Economic Partnership (LLEP) as it develops to supersede the previous regional organisations of the area.

A huge amount of our effort will centre on the new Localism Bill, when it is enacted later in the year. With its 209 clauses, it cannot fail to affect virtually every facet of the Council's work, from budgeting to planning, social cohesion to governance. This will present a major challenge – that of communication of these matters to our residents in a meaningful and transparent way. We are already working to strengthen this part of our activity.

Planning too is set to have a new face, with the Core Strategy being “Examined in Public”, and set to provide a framework for spatial policy and development sites for the next 15 years. Our old local plan will be no more! A raft of ‘localism issues’ will guide the way forward within that framework.

After four years of administration the Conservative Group have a clear idea of the ‘direction of travel’ in which they wish to proceed – economic recovery, wellbeing, reduction in burdens on residents and business, lowest possible tax rates, and value for money for the services offered. The Council will need to explore our asset portfolio, and waste recycling processes during this year.

Above all the Council will need to take decisions on its future shape and organisational strength. This is why an Interim Chief Executive has been appointed for six months in order to prove us with a set of ‘Options’ for the future. The purpose of the Interim Chief Executive is to take an independent view in to the proposed sharing of a Chief Executive with another local council, and to present some clear ideas on shared services in the future.

It will be a difficult year to manage, and will be followed by the third year of budget cuts as already outlined in the 2010 Comprehensive Spending Review. It will take stout hearts, cool heads, good business acumen and improved communications to meet our vision, but Harborough District Council will emerge stronger, leaner and fitter in the service of its community.

Cllr Michael Rook
Leader of the Council

For information on what we plan to do, please see the [Council's Business Plan 2011-12](#)

How the council works

Our constitution (set of rules) sets out how we:

- work
- make decisions
- follow procedures to make sure we are efficient, open, and answer to local people



The full council is responsible for deciding policies, making decisions and setting council tax. Up to March 2011, there were 37 district councillors made up of 25 Conservative and 12 Liberal Democrats.

The Leader of the Council, as at March 2011, was Councillor Michael Rook (Con) and Deputy Leader was Councillor Grahame Spendlove-Mason (Con).

Chairman of the Council was Councillor Rosita Page (Con.) and Vice-Chairman was Councillor Mike Smith (Con.)

Committees



Our [Planning Committee](#) makes decisions on planning applications and enforcing planning regulations. It is made up of 12 councillors

Our [Scrutiny Commission](#) (pictured above) oversees the scrutiny and overview function of the council, challenging decisions and holding the Executive to account where appropriate. It is made up of twenty-three councillors in total, and has three sub-panels for People, Places and

Resources

Our [Executive](#) makes most of our day-to-day decisions. It is made up of eight councillors (with eight portfolio areas) and is responsible for making decisions about individual services

Our [Constitutional Review](#) committee has responsibility for maintaining a working, relevant, constitution for the council to work to. It is made up of 10 councillors

Our [Licensing Committee & Regulatory Committee](#) looks after the licensing, registration and regulation functions of the council. It is made up of 12 councillors

The Executive (as at March 2011)

The Executive is the main decision-making body within the council's structure, it is chaired by the Leader of the Council. Executive meetings take place every month. The meetings are public meetings and members of the public are encouraged to attend. The Executive is also required to publish a forward plan of key decisions to highlight any significant items within their work programme over the next four months. The Executive is made up of portfolio holders. Each portfolio holder has responsibility for an area of the council's work. A statement about each portfolio is set out below:



Asset Management (Councillor Grahame Spendlove-Mason)

The aim of the Asset Management portfolio is to give political direction to the management of council property in order to provide efficient, economic and effective use of these resources.

Council supported core activities are:

Strategic management of assets including council offices; market hall; Lutterworth Service Shop; Naseby Square/Newcombe Street ex garage site; 104 Northampton Road (hostel); maintenance of assets; asset project support.

Finance (Councillor Grahame Spendlove-Mason)

To provide a full financial management service to the Council ensuring efficient, economic and effective use of financial resources. To administer Housing and Council Tax Benefits. To bill and collect Council Tax and Non-Domestic Rates. Fulfil the Council's legal obligations regarding specific trusts and charities.

Council supported core activities are:

Internal Audit; S151 Officer; Leisure Centre Trust Administration; council tax; non-domestic rates; housing and council tax; benefits; benefit take-up; procurement; accountancy services; debt recovery; payroll services. Oversight of charitable trusts e.g. Bowdens Trust; Howard Watson Symington Memorial Trust

Community Engagement, Cohesion and Wellbeing (Councillor Dr Paul Bremner)

To ensure the district engages and supports all sectors, including the more vulnerable and less accessible residents, to be healthy in their lifestyle in order to live and work in Harborough. To improve the quality of life for all local people. Promoting our rural identity to ensure that we continue as a rural partner with our neighbouring and county authorities - being a leading rural district within both Leicestershire and the East Midlands.



Council supported core activities are:

Supporting People; sport and leisure centres; voluntary sector; physical activity improvement; partnerships (LIT, HIT, BAIT, LSP; Older People; Youth Forum/young people; children's centres; Strategic Rural Affairs Partnership; neighbourhood management; parish liaison; Have Your Say; Citizens Panel; Customer Insight; Health and Well Being - health liaison; Equality and Diversity; Place Survey.



Community Safety and Enforcement (Councillor Colin Golding)

To work in partnership with agencies and communities to ensure public safety and well-being within the community (including the vulnerable), with the aim to combat crime and the fear of crime and maintain Harborough as a safe community to live, work or visit.

Council supported core activities are:

Community Safety; CCTV; Emergency Planning; Parking Enforcement; Licensing; Planning Enforcement; Generic Enforcement; Environmental Health.

Corporate and Customer Services (Councillor Paul Dann)

To provide corporate and customer services in order to provide a central corporate overview of the council services and its interface with the public. To provide support to the council by being the first point of contact with the customers in achieving the council's overarching vision. By using the resources available with the use of efficient, appropriate and flexible IT technology, modern ways of working and supporting infrastructures, to manage the organisational change required to provide the services that the public expect from a first class local authority.



Council supported core activities are:

Human Resources; Performance Management; ICT; training and development (staff and members); Corporate Administration; Democratic Services; Elections and Register of Electors; Land Charges; cemeteries administration; business planning; risk and change management; Customer Services (service shops; telephony etc); Lifeline; Communications; website; business continuity; Legal Services.

Environmental Service Delivery (Councillor Steve Charlish)



To ensure the district is a 'Green and Clean' environment and its neighbourhoods are well maintained by providing effective and efficient environmental services to a high standard expected within Harborough. Ensuring we set a good example in promoting carbon management and energy efficiency.

Council supported core activities are:

Grounds maintenance; grass cutting; Neighbourhood Pride; parks; play areas; Highways liaison; street cleansing; waste collection; waste disposal; car parks standards; sports grounds; waste and recycling strategy; facilities management; cemeteries - maintenance and provision; climate change/carbon management; energy efficiency.

Housing, Infrastructure, and Planning (Councillor Janette Ackerley)



To ensure sufficient and suitable housing for the community with the appropriate supporting infrastructure. This will include opportunities for recreation and education that can contribute to healthier communities. Achieve affordable and social housing that is available for the needs of local people within our urban and rural communities. To ensure a decent and fit for purpose housing stock, public and private.

Council supported core activities are:

Planning and Housing Policy; Local Development Framework; Transport and infrastructure ; Development Control; Building Control; Strategic Housing; Private Sector Housing Renewal; Private Landlords; Disabled Facilities Grants.

Local Business and Enterprise (Councillor John Everett)

To promote our local businesses, by working to maintain and develop the skills required to create and retain a variety of good quality jobs for local people and promote the full potential (land and people) of the district for new business development.

This portfolio holder will also provide an executive watching brief into some corporate ICT initiatives.



Council supported core activities are:

Working with HIT, LIT and BAIT to engage local business sector in formulating and developing work programmes; Support business continuity advice/networks for local business sector; Innovation Centre delivery; Planning for employment land provision; Business Rates.

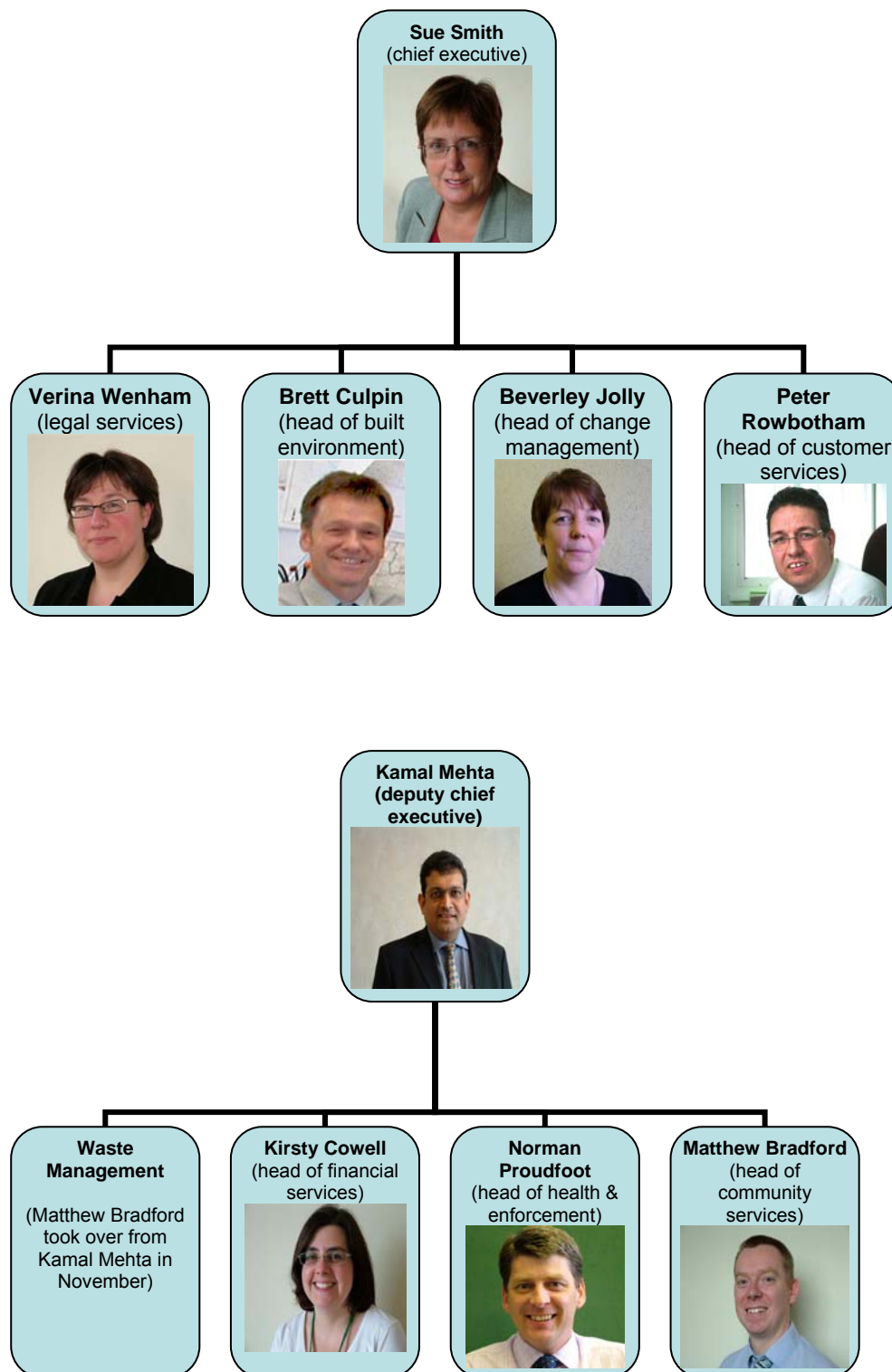
District Councillors (by ward) – prior to May 2011 elections

Billesdon	Cllr Steve Charlish (Cons)
Bosworth	Cllr Brian Smith (Cons)
Broughton Astley – Astley	Cllr Mark Graves (Cons)
Broughton Astley – Broughton	Cllr Colin Golding (Cons)
Broughton Astley – Primethorpe	Cllr Paul Dann (Cons)
Broughton Astley – Sutton	Cllr Bill Liquorish (Cons)
Dunton	Cllr Peter Fuchs (Cons)
Fleckney	Cllr Michael Smith (Cons)
Fleckney	Cllr Charmaine Wood (Cons)
Glen	Cllr Geoff Hallam (Cons)
Glen	Cllr Grahame Spendlove-Mason (Cons)
Kibworth	Cllr Christopher Holyoak (Cons)
Kibworth	Cllr Phillip King (Cons)
Kibworth	Cllr Eileen Roeber (Lib Dem)
Lubenham	Cllr Blake Pain (Cons)
Lutterworth – Brookfield	Cllr Gary Hack (Lib Dem)
Lutterworth – Orchard	Cllr Geraldine Robinson (Cons)
Lutterworth – Springs	Cllr Richard Dewes (Cons)
Lutterworth – Swift	Cllr Janette Ackerley (Cons)
Market Harborough – Bowden & Arden	Cllr Dr Sarah Hill (Lib Dem)
Market Harborough – Bowden & Arden	Cllr Barbara Johnson (Lib Dem)
Market Harborough – Bowden & Arden	Cllr Phil Knowles (Lib Dem)
Market Harborough – Little Bowden	Cllr Derek Evans (Cons)
Market Harborough – Little Bowden	Cllr Angie Hill (Cons)
Market Harborough – Logan	Cllr Paul Bremner (Cons)
Market Harborough – Logan	Cllr Pete Callis (Lib Dem)
Market Harborough – Welland	Cllr Roger Dunton (Lib Dem)
Market Harborough – Welland	Cllr Colin Davies (Lib Dem)
Market Harborough – Welland	Cllr Julie Simpson (Lib Dem)
Misterton	Cllr John Everett (Cons)

Nevill	Cllr David Beaty (Cons)
Peatling	Cllr Graham Hart (Cons)
Thurnby and Houghton	Cllr Amanda Burrell (Lib Dem)
Thurnby and Houghton	Cllr Simon Galton (Lib Dem)
Thurnby and Houghton	Cllr Jan Tooley (Lib Dem)
Tilton	Cllr Michael Rook (Cons)
Ullesthorpe	Cllr Rosita Page (Cons)

For all councillor profiles click here – [councillor profiles](#)

Organisational structure – as at 31st March 2011



Working with partners

We work with a number of partner organisations to promote efficient delivery of services, knowledge-sharing and a joined-up approach to meeting community needs.



Some of our partners include:

- [Voluntary Action South Leicestershire](#) – We recognise the contribution made by voluntary sector organisations to our thriving communities. In support of their valuable work in the community we provide annual funding to a number of organisations.
- [Harborough District Sports and Activity Alliance \(HDSAA\)](#) – The aim of the HDSAA is to make sport and physical activity accessible for all people, of all ages, throughout the district, enabling them to fulfil their potential.
- [Seven Locks Housing](#) – We have been working with Seven Locks Housing Limited who will provide, under a Service Level Agreement, a dedicated unit of accommodation for use as temporary accommodation for households, where the Council has a duty to assist those households. This has enabled us to close our former hostel for the homeless, provide a better standard of accommodation to those who need it, and make efficiency savings.
- [Community Safety Partnership](#) – The Harborough District Community Safety Partnership aims to maintain low levels of crime and promote safe, strong communities. A number of agencies work closely to address and tackle crime, disorder, drugs and alcohol abuse, nuisance behaviour, domestic violence and improve community confidence around fear of crime and anti-social behaviour.
- [Staying Put](#) - Harborough and Melton is a not-for-profit home improvement agency and is a partnership between Anchor Trust, Melton Borough Council and Harborough District Council. The aim of the agency is to help disabled and older people gain and maintain their independence, by repairing and adapting their homes.
- [Choice-based lettings partnership](#) – In 2010, Harborough Home Search celebrated 10 years of operating a choice-based lettings service. This offers people, many of them vulnerable, greater flexibility in finding affordable housing, and minimises homelessness. We work with six district councils in Leicestershire to provide this.
- [Rural Youth Voice Project](#) – This is a partner project to increase young people's voice in the district, focusing on getting young people involved in developing services and facilities for other young people.

Corporate issues

Our business is directed by many influences. The majority of these are covered by legislation. As well as identifying what our community wants, we also have to plan to deliver actions against a number of issues. These include:

Equality Legislation – The main provisions of the Equality Act 2010 were implemented from October 2010, with extended public sector specific duties coming in from April 2011. A review of processes and procedures was carried out to ensure that we meet our duties and responsibilities under the Act. A peer assessment will be carried out in the 2011/12 year as part of the council's accreditation process against the 'achieving' level of the Equality Framework for Local Government. In order to make best use of staffing resources and to maximise the specialist advice and support available we entered into a partnership agreement with several other local authorities from within Leicestershire to advance each partner authority's work in the area of equality and diversity through sharing of resources.

Safeguarding children – We have a commitment to safeguard and promote the welfare of children. We work with our partners to put measures in place which improve the wellbeing of children – which includes protection from harm or neglect.

Social Inclusion – Social inclusion is a process where the varying needs of a community are recognised, prioritised and met. As a District Council we recognise that we will have to work in partnership with the community and other stakeholders who provide services to individuals and community groups within it. Our Services will be reviewed to ensure that we are able to achieve this and not structurally impede individuals or groups within it.

Data Quality – As a public organisation we have a responsibility to ensure that the data we hold and use is accurate, relevant and up to date.

This is important for many things, including good customer service, good contract management and performance management.

High quality data is:

- Accurate (in terms of correctness)
- Comprehensive (in terms of all data being captured)
- Valid (in an agreed format which conforms to recognised council and national standards)
- Available when needed
- Stored securely and confidentially

Emergency Planning and Business Continuity – The Council is a 'Category One Responder' and continues to work in partnership to ensure that we are fully prepared for any emergency. We have reviewed our plans for flooding and rest centre provision and have also continued with the training and development of our staff. We are now looking to work closer with other partners within Leicester, Leicestershire and Rutland which will improve our effectiveness to respond.

Glossary

Audit Commission	Audit Commission
BAIT	Broughton Astley Improvement Team
Bring Site	Recycling sites located within the District.
CBL	Choice-based Lettings (home seekers choose a home to suit their housing needs)
CCTV	Closed-circuit television
CDRP	Crime and Disorder Reduction Partnership
CLG	Communities and Local Government
Community Forum	Meetings for the community to discuss local services
CRE	Commission for Racial Equality
CSP	Community Safety Partnership
DEFRA	Department for Environment, Food and Rural Affairs
DWP	Department of Work and Pensions
EIA	Equality Impact Assessment
ENABLE	Environmental Action for a Better Leicestershire
Equality Standard	A tool designed to make sure that local authorities consider equality issues at all levels of for Local Govt. council policy and practice
FTE	Full time equivalent
HART/Pubwatch	Harborough Against Retail Theft
HB	Housing Benefit
HDC	Harborough District Council
HHS	Harborough Home Search
HIT	Harborough Improvement Team
HSE	Health and Safety Executive
IDeA	Improvement and Development Agency
LCC	Leicestershire County Council
LDF	Local Development Framework
LDS	Local Development Scheme
LGPS	Local Government Pension Scheme
LIT	Lutterworth Improvement Team
LPI	Local Performance Indicator
LRP	Leicestershire Rural Partnership
NI	National Indicator
NNDR	National Non-Domestic Rates (Business Rates)
PCT	Primary Care Trust (NHS)
PI	Performance Indicator
Precepts	The amount each non-billing authority (county council, police authority or parish council) asks the billing authority (district and borough councils) to collect every year to meet their spending

Statement on contracts

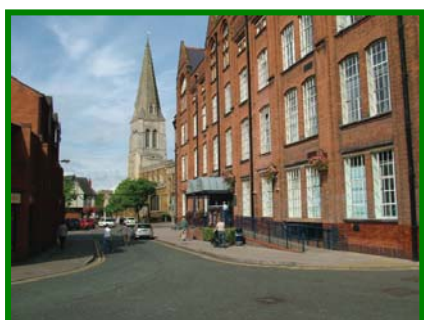
There have been 0 contracts awarded during the 2010/11 financial year which involved the transfer of staff.

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

Contact details

Visit us:

Lutterworth Library
George Street, Lutterworth
Daily: 9.30am-5.00pm
(closed Wednesdays & weekends)



Write to us or visit us:

Harborough District Council
Council Offices
Adam & Eve Street
Market Harborough
Leicestershire LE16 7AG
Mon/Tues/Thu/Fri: 8.45am - 4.45pm
Wed: 9.30am - 4.45pm

Telephone us:

01858 82 82 82
8pm-5pm daily (apart from Wed 8am-9am and 9.30am-5pm)

Fax us:

01858 82 10 00

Text us:

07797 87 82 82

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

Access our services online:

www.harborough.gov.uk